

Report on Multiculturalism

DOC
BC
M7982
B:R4
2007/08
c.3



Government of British Columbia
2007/08



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IN PUBLICATION DATA**

Main entry under title:

Report on multiculturalism, Government of
British Columbia. — 1993/94-
Annual

Includes: Multiculturalism BC annual report 1993/94-

Includes: Report on the activities of the Multicultural
Advisory Council, 1993/94-

Imprint varies: 2000/01, Ministry of Multiculturalism and
Immigration; 2001/02-2003/2004, Ministry of Community,
Aboriginal and Women's Services; 2004/05-
Ministry of Attorney General.

ISSN 1201-7310 = Report on Multiculturalism, Government of
British Columbia

1. British Columbia. Multiculturalism Act — Periodicals.
2. Multiculturalism B.C. — Periodicals.
3. British Columbia. Multicultural Advisory Council — Periodicals.
4. Multiculturalism - British Columbia — Periodicals.
5. Minorities — Services for - British Columbia - Periodicals.
 - I. Multiculturalism British Columbia
 - II. British Columbia. Ministry of Multiculturalism and Immigration.
 - III. British Columbia. Ministry of Community, Aboriginal and Women's Services.
 - IV. British Columbia. Ministry of Attorney General.
 - V. British Columbia. Ministry of Citizens' Services.

FC3850.A1 M84 354.7110084'84 C95-960166-X
F1059.7.A1 B73



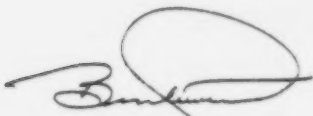
**Letter to the Lieutenant-Governor
of the Province of British Columbia**

To His Honour
The Lieutenant-Governor of the
Province of British Columbia

May it please Your Honour:

Pursuant to Section 7(3) of the
Multiculturalism Act, I respectfully
submit the 14th annual report on the
operation of the act. This report covers
the activities for the 2007/08 fiscal
year.

Respectfully submitted,



Honourable Ben Stewart
Minister of Citizens' Services and
Minister Responsible for
Multiculturalism and
the Public Affairs Bureau

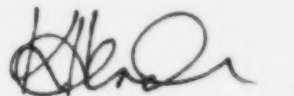
Letter to the Minister

Honourable Ben Stewart
Minister of Citizens' Services and
Minister Responsible for
Multiculturalism and
the Public Affairs Bureau

Honourable Minister:

I respectfully submit the Report
on Multiculturalism: Government
of British Columbia 2007/08. This
report documents the activities of
the Government of British Columbia,
and Crown in support of the
Multiculturalism Act for 2007/08.

Sincerely,



Kim Henderson
Deputy Minister
Ministry of Citizens' Services

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Multiculturalism Has Always Been Here



The Province of British Columbia is the traditional territory of approximately 200 First Nations representing about 120,000 people. Approximately 45,000 Métis and 800 Inuit reside in the province. These diverse peoples represent over 34 distinct languages. From Vancouver Island to Yukon Territory, a vibrant quilt of indigenous cultures anchored in generations of human history covers the landscape of the entire province. Over 150 years ago, settlers of European descent first entered this land of richly varied indigenous multiculturalism.

As Europeans moved into Aboriginal territories, they introduced their own philosophies, technologies, political and economic systems.

Relationships between Aboriginal peoples and settlers varied across regions and evolved over time. Differences in language, culture and world-view sometimes peacefully co-existed in partnership, but often clashed in conflict, leaving a legacy of mistrust.

Convinced of their own superiority, settlers and their descendants attempted to assimilate Aboriginal peoples into a Eurocentric version of Canadian culture through policies of state and church. For over a century, assimilation exacted a tragic toll on Aboriginal communities and families, doing great harm to indigenous cultures.

First Nations and Métis peoples struggled persistently for recognition as self-determining peoples, with languages, cultures and political systems deserving of respect and support. Canada took a step towards this recognition in 1982, with repatriation of the Constitution. Section 35 recognized and affirmed "existing Aboriginal and treaty rights of the Indian, Inuit and Métis peoples of Canada."

Gradually, conventional attitudes began to change. A sense of commitment by the Province of British Columbia to support Aboriginal cultures took shape and a variety of relationship-building processes were implemented, including the establishment of the B.C. treaty process and the negotiation of a treaty with the Nisga'a Nation. In 2005, the Province and British Columbia First Nations (as represented by the political executives of the First Nations Summit, Union of BC Indian Chiefs and the BC Assembly of First Nations, collectively known as the First Nations Leadership Council) committed to a New Relationship, on a government-to-government basis, based on respect, reconciliation and recognition of Aboriginal title and rights. This commitment created a historic opportunity to strengthen indigenous multiculturalism throughout British Columbia.

In November 2005, the Province, the federal government and the First Nations Leadership Council signed the Transformative Change Accord, a commitment to improve government-to-government relationships and to close social and economic gaps between First Nations and other British Columbians in the areas of economic opportunities, education, health and housing and infrastructure by 2015. In May 2006, the Province and the Métis Nation of British Columbia signed the Métis Nation Relationship accord to strengthen existing relationships. The accord supports the Métis people and their aspirations to improve their quality of life and create better access to social and economic opportunities.

The New Relationship, implementation of the Transformative Change Accord and ongoing efforts to negotiate government-to-government agreements are setting the stage for the long-term revitalization and sustainability of Aboriginal cultures, languages and communities. Vibrant and respected indigenous cultures, taking their rightful place in British Columbia's multicultural mosaic, will provide a significant asset and play a critical role in the future of the province. All British Columbians share a responsibility to recognize, respect and support the cultural heritage and diversity of Aboriginal peoples across British Columbia.

Multicultural Advisory Council

Summary Report: April 2007- March 2008

The Multicultural Advisory Council (council) reports another successful year in 2007/08. Highlights include:

- the development and implementation of the provincial Nesika Awards Program;
- the development of a three-year local government and community engagement on multiculturalism strategic plan;
- recommendations to strengthen the reporting mechanisms for the Government of British Columbia's Report on Multiculturalism;
- the development of a new preface about indigenous multiculturalism for the 06/07 Report on Multiculturalism; and
- continued support for phase II of the Dialogue on Multiculturalism initiative.

The provincial Nesika Awards Program was developed by the council to recognize the contributions of people who have performed outstanding work in bringing together British Columbia's diverse cultures. This program encourages the public to nominate individuals, organizations and communities who are role models in demonstrating the benefits of creating a welcoming environment in workplaces and communities. The award's name, Nesika, is derived from Chinook jargon for "we, us, our" and reflects British Columbia's reputation as a world leader in social inclusion. The awards program was launched in February 2008 during Multiculturalism Week, with members of the Multicultural Advisory Council in attendance.

The council also developed a three-year strategic plan for engaging local governments and communities on multiculturalism. The plan's purpose is to involve local government representatives in community-led forums to share information and support the building of welcoming and inclusive communities and workplaces. It outlines the council's priority to host three forums with key members from local government-appointed advisory bodies that advise municipalities on cultural diversity, social inclusion, multiculturalism and anti-racism initiatives. To put the plan into action, Attorney General Wally Oppal met with metro Vancouver mayors in September 2007 to discuss how local communities can be involved in building welcoming and inclusive communities that support cultural diversity and civic engagement.

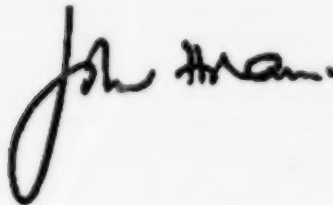
This year also saw council's active involvement in strengthening the reporting mechanisms of the Report on Multiculturalism. The council provided nine recommendations to educate ministries and government Crown corporations, evaluate submissions and improve the overall quality of the report. A new

preface was developed that incorporates an Aboriginal perspective, which is an integral part of the discussion on contemporary multiculturalism and to the emerging notion of welcoming communities.

On another front, the council continued its support of the phase II Dialogue on Multiculturalism initiative. Eleven dialogues took place in Abbotsford, Nanaimo, Powell River, Smithers, Williams Lake, Fernie, Terrace, Duncan, Vanderhoof, Campbell River and Vernon. Dialogue communities connected residents and sector representatives at local and regional levels to engage on civil society themes. In particular, dialogues explored how Aboriginal and non-Aboriginal communities could support welcoming and inclusive communities that result in enhanced participation and engagement opportunities for newcomers and longtime pioneers.

It has been quite a productive year. I wish to acknowledge the contributions made by former and current council members, who have generously shared their diverse insights and expertise on multiculturalism and anti-racism issues. I would also like to thank the staff with the Ministry of Attorney General for their efficient and effective administrative support to the council.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'John Halani', written in a cursive style.

John Halani
Chair

MEMBERS OF THE MULTICULTURAL
ADVISORY COUNCIL FOR 2007/08

Haji Mahmood Awan
Richmond

Johnny Fong
West Vancouver

John Halani, Chair
Vancouver

Dennis Hori
Kamloops

David Lai
Victoria

Edmond Luke, Vice Chair
Vancouver

Yonah Kim Martin
Vancouver

Malkit Mutti
Burnaby

Raj Pagely
Victoria

Michelle A. Rakotonaivo
Surrey

Gurdip Singh Sahota
Surrey

Randy Sandhu
Richmond

Andrée St. Martin
New Westminster

Jan Walls
Vancouver

Mark Wexler
Vancouver

MEETINGS

In its 2006/07 annual report submission, the Multicultural Advisory Council (council) continued to stress the importance of the council's role in seeking opportunities to promote achievement in multiculturalism in British Columbia and in supporting initiatives that further the policies of B.C.'s Multiculturalism Act.

At that time, the council also highlighted three important initiatives:

1. To further assist the Attorney General's vision to develop and implement a provincial multiculturalism award initiative.
2. To support the ministry's Dialogue on Multiculturalism initiative for B.C. communities.
3. To develop a youth engagement strategy on multiculturalism.

The council held three meetings during the year and worked on a subcommittee level on a number of initiatives, such as:

- development of a recommendations report for a youth engagement strategy;
- development of recommendations to strengthen the reporting mechanisms for the Report on Multiculturalism;
- development of eligibility and selection criteria for a provincial awards initiative to recognize excellence in cultural diversity; and
- the recommendation of a three-year plan to engage local government representatives in community-led forums to build welcoming and inclusive communities.

All three council meetings were held in Vancouver. The first meeting was on April 27, 2007. Attorney General Oppal's letter was read, which indicated approval for the immediate implementation of five of the nine recommendations for the Report on Multiculturalism.

As recommended by the council's committee on multiculturalism and local government engagement, the council discussed ideas for devising a strategic plan that engages local communities and civic-level community leaders for building welcoming and inclusive communities. It was agreed a forum format would provide the most effective process to engage civic-level community advocates. The council also discussed how youth can be engaged to volunteer in their communities where families, individuals and communities benefit. The council expressed interest in tangible project recommendations that will support youth engagement. An outline of the proposed provincial multiculturalism awards, notionally called the Nesika Awards, was presented to the council. Discussion involved ensuring there is broad participation in the awards program.

At the council's second meeting on Sept. 7, 2007, it was announced that Attorney General Oppal had approved the three-year local government and community engagement strategic plan. Challenges around the plan were discussed. The council hopes to continue to inform and provide advice on this initiative, which will support communities throughout B.C. in being welcoming and inclusive. The council identified the role of B.C.'s arts and culture communities in helping to create change. The council also tabled the approved Summary Report and Options for Recommendation for Youth Engagement in B.C. from the council's committee on youth issues. The report takes both a large- and small-scale view in determining the specific tools and incentives that could be used to engage young people on themes related to multiculturalism and welcoming and inclusive communities and workplaces. Upon council's request, a social marketing committee was formed to bring together priorities focused on public education and marketing.

The council held its third meeting on Jan. 25, 2008. Development of plans to launch the provincial Nesika Awards and Make A Case Against Racism* were highlighted. The council also discussed the report From Mosaic to Harmony: Multicultural Canada in the 21st Century and referred it to the council's social marketing committee for discussion. It was communicated to council that council's program and legislation review committee examined the Report on Multiculturalism recommendations and reviewed an implementation plan. Council discussion included how First Nations are engaged in defining and articulating welcoming and inclusive communities and workplaces. The committee moved that council adopt the Report on Multiculturalism implementation plan with the proviso that council reserves the right to review B.C.'s Multiculturalism Act at a later date.

As council moves forward, a number of initiatives will be important in the upcoming year, such as the:

- implementation of the remaining four Report on Multiculturalism recommendations;
- nomination process of the provincial Nesika Awards and plans for the award event;
- implementation of the ministry's Dialogue on Multiculturalism initiative for B.C. communities;
- implementation of the Summary Report and Options for Recommendation for Youth Engagement in B.C.; and
- implementation of a forum that engages representatives and staff from local and provincial governments, business and community leaders and government citizen advisory bodies in exploring ways to build and support welcoming and inclusive communities.

*Make A Case Against Racism is a unique, youth-focused initiative that takes a proactive and fun approach to addressing racism and encouraging personal responsibility.

Ministries

Ministry of Aboriginal Relations and Reconciliation

Ministry of Advanced Education

Ministry of Agriculture and Lands
Integrated Land Management Bureau

Ministry of Attorney General and Minister Responsible for
Multiculturalism

Ministry of Children and Family Development

Ministry of Community Services and Minister Responsible for
Seniors' and Women's Issues

Ministry of Education

Ministry of Employment and Income Assistance

Ministry of Energy, Mines and Petroleum Resources

Ministry of Environment

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Ministry of Health Services

Ministry of Labour and Citizens' Services

Ministry of Public Safety and Solicitor General

Ministry of Small Business and Revenue

Ministry of Technology, Trade and Economic Development

Ministry of Tourism, Sport and the Arts
ActNow BC

Ministry of Transportation

Office of the Premier
Climate Action Secretariat

Office of the Premier
Intergovernmental Relations Secretariat

Ministry of Aboriginal Relations and Reconciliation

MANDATE

The Ministry of Aboriginal Relations and Reconciliation (MARR) has the primary responsibility for forging new relationships with Aboriginal peoples, founded on reconciliation, recognition and respect. We negotiate treaties and other agreements with First Nations to create economic certainty over Crown land and resources and to support First Nations to become strong, self-determining peoples. Within the spirit of the New Relationship, the Transformative Change Accord and the Métis Nation Relationship Accord, MARR works to facilitate innovative partnerships and stronger working relationships with Aboriginal organizations, First Nations and Métis communities and to materially improve the lives of all Aboriginal peoples in the province. The ministry also provides strategic advice across government and identifies opportunities to facilitate the removal of barriers to stimulate positive outcomes for Aboriginal peoples.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

MARR supports the continued strength and diversity of indigenous multiculturalism¹ through many different initiatives. Our work is focused within two main streams:

- treaty and lasting agreements; and
- social, cultural and economic programs and services administered through Aboriginal organizations.

The ministry works in partnership with provincial ministries and agencies, Crown corporations, Aboriginal leaders and organizations, the private sector and the federal government to support activities and initiatives.

Since the British Columbia Treaty Commission process began in 1992, the provincial government has put significant efforts into making treaties. British Columbia remains committed to treaty negotiations as a formal expression of reconciliation. Treaties will support First Nations efforts to develop their economies and govern their communities, building the foundations for long-term sustainability, self-determination and success.

Through the Transformative Change Accord and Métis Nation Relationship Accord, MARR is working to close the social and economic gap between Aboriginal and non Aboriginal peoples. Increasing Aboriginal participation in the economy, improving education and health outcomes, and addressing housing and infrastructure are responsibilities we all share. Increasing the understanding and appreciation of indigenous cultures, languages, histories and world-views throughout the province is also critical to meeting this goal.

¹ Indigenous multiculturalism refers to the diversity of First Nations cultures, languages, histories and traditions that existed prior to the arrival of Europeans and still exists today.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

MARR works to realize the New Relationship and its support for indigenous multiculturalism through building an internal culture that celebrates and recognizes Aboriginal peoples. The ministry supports hiring with an Aboriginal preference for certain positions and ensures job postings are widely circulated among First Nations and Métis communities and organizations.

MARR continues its commitment to the Aboriginal Youth Internship Program (AYIP). In 2007, the ministry hired an intern through AYIP and is committed to developing further internship opportunities for First Nations and Métis youth within our organization. In addition, MARR is working to improve competencies and hiring criteria to develop a more effective process for attracting skilled and qualified Aboriginal employees.

In 2007, the ministry partnered with the First Peoples' Heritage, Language and Culture Council to host National Aboriginal Day celebrations and announce \$1.2 million in funding for First Nations language and cultural revitalization.



HIGHLIGHTS OF INITIATIVES

The Ministry of Aboriginal Relations and Reconciliation (MARR) leads the Province's participation in final agreement and advanced agreement-in-principle negotiations, interim measures and other agreements with First Nations and the federal government on lands and resources, governance, fiscal relations and capacity building. In 2007/08, MARR ratified final agreements with six First Nations — Tsawwassen First Nation and five Maa-nulth First Nations. And, MARR is moving toward final agreements with these First Nations: Sliammon, Yale, Yekooche and In-SHUCK-ch.

Through acknowledging wrongdoings of the past and reconciling issues that may stand in the way of positive developments in the future, the Province and Aboriginal peoples are building a stronger relationship. A number of historic settlements were signed in 2007/08 between the Province and First Nations. Three court cases were settled as a result of a reconciliation agreement with the Musqueam Indian Band. A settlement with the Esquimalt and Songhees First Nations resolved a reserve-based land claim relating to land in downtown Victoria, including the site of the Legislative Assembly of British Columbia. As well, an economic benefits agreement signed with Treaty 8 First Nations will ensure First Nations are full partners in the prosperity of the region and enhances certainty for land and resource management in the resource-rich northeast.

The ministry hosts an annual first citizens' forum, which is chaired by the Premier and provides an opportunity for First Nations and Métis leaders and community representatives to create a direct dialogue on specific areas of interest. In 2007, the ministry held a forum on Aboriginal cultural tourism.



MARR also launched a \$1.2 million partnership, between the New Relationship Trust, First Peoples' Cultural Foundation and Aboriginal Headstart Association of British Columbia, to support First Nations language and culture

pre-school programs, culture camps, elder-youth mentorships and community cultural capacity development.

Through the First Citizens' Fund, the ministry supports Aboriginal families and communities celebrating their culture and success in today's world and into the future. In partnership with the British Columbia Association of Aboriginal Friendship Centres, the fund supports the delivery of the friendship centre and student bursary programs. Aboriginal students enrolled in post-secondary education programs can receive financial assistance from the student bursary program. The Friendship Centre Program enhances the ability of friendship centres to deliver culturally responsive support services for Aboriginal peoples and their families in urban settings. Through support for Aboriginal financial institutions and organizations, MARR is also working to create new employment and business opportunities for indigenous communities throughout British Columbia.

Through engagement with Aboriginal stakeholders and ministries, MARR developed the first government Aboriginal administrative data standard and is supporting its implementation by social policy ministries. This data standard recognizes the diversity of and distinctness among First Nations, Métis and Inuit peoples of Canada and their rights to be recognized. Implementation of this data standard will support ministries in their development of culturally appropriate, effective and efficient policies, programs and services; performance management and measurement; and socio-economic research, analysis and reporting.

MARR provides guidance to provincial ministries and agencies across government, offering strategic advice on First Nations and Aboriginal policy development, in keeping with the principles of the New Relationship. Areas of engagement include: consultation and accommodation agreements, third-party policy development and protocol- and relationship-building.

The ministry works to support indigenous peoples in the realization of their fundamental aspirations towards self-determination as expressed through strong and vibrant cultures, where languages, arts, traditional knowledge, governance and ancient connections to traditional territories are respected, upheld and celebrated by all British Columbians.

MANDATE

The Ministry of Advanced Education (AVED) provides leadership in delivering excellent, accessible post-secondary education for learners, enabling an integrated and dynamic approach to research and innovation.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

AVED welcomes and values diversity in the workplace and encourages the ministry's key values of respect, integrity, balance, learning and excellence to be modeled in our daily interactions with all members of the ministry, our students and learners and our partner institutions.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

A strategic objective of AVED is to sustain efforts to develop a workforce that reflects the diversity of B.C.'s population. This is provided through training opportunities and a welcoming, diverse work environment. AVED works closely with the BC Public Service Agency to access outreach programs. AVED's Governance, Legislation and Intergovernmental Relations Branch ensures policies and legislation are consistent with the principles and objectives of multiculturalism.



HIGHLIGHTS OF INITIATIVES

- The Community Adult Literacy Program (CALP) provides funding to support community adult literacy programs throughout British Columbia. These programs involve community-based organizations that partner with public post-secondary institutions to deliver literacy programs and services to adult learners, including Aboriginal peoples and immigrants. In 2007/08, CALP provided \$2.4 million in funding for 62 programs and served about 7500 learners.
- With federal settlement funding, AVED established the ESL Settlement Assistance Program. It provides English language settlement-focused instruction to immigrants and refugees in rural and remote communities through a volunteer one-on-one and small group instruction model. In 2007/08, over \$600,000 was expended to deliver programs in 29 communities, serving about 450 learners with over 200 volunteer tutors.
- In 2007/08, AVED established tuition-free adult basic education (ABE) programs in the public post-secondary system. Under the initiative, ABE courses are tuition-free for all learners at the post-secondary level, including Aboriginal peoples and new immigrants, with annual funding of \$6.9 million.
- In 2007/08, AVED continued to provide base operating funding to public post-secondary institutions to support delivery of ESL and ABE programs to help adult learners meet their education and employment goals.

Ministry of Advanced Education

- A workplace essential skills initiative was launched in spring 2008, which encompasses a range of strategies to provide essential skills and literacy training to adults already in the workforce, including new immigrants and Aboriginal peoples.
- Under the Aboriginal Post-Secondary Education Strategy, AVED is working with B.C.'s post-secondary institutions and Aboriginal communities to help Aboriginal learners start, stay in and succeed in post-secondary education and training. This includes the development of a new scholarship program to assist Aboriginal students pursue post-secondary education and the building of new Aboriginal gathering places on campuses across B.C. In November 2007, AVED hosted a fourth annual Aboriginal post-secondary education forum in collaboration with First Nations education organizations.
- The Aboriginal Special Projects Fund supported 36 programs at 21 public post-secondary institutions across B.C. Its purpose is to help develop and deliver culturally sensitive programs and support services that are reflective of the cultures and needs of Aboriginal students and communities. In 2007/08, additional funding supported Aboriginal language curriculum and resource development. Across the province, 14 programs at 10 public post-secondary institutions received funding to help to preserve and strengthen Aboriginal languages.
- The International Credential Evaluation Service assesses credentials obtained in other countries to determine their equivalency with British Columbia credentials. This evaluation enables students from around the world to pursue their higher learning goals in B.C.
- During the past two years, AVED increased marketing and promotion efforts to recruit international students to study in British Columbia. Many students may choose to remain in B.C. following graduation and, therefore, enhance the diversity of communities and campuses.
- The One World Scholarship for study in B.C. is designed to strengthen ties between British Columbia and other regions of the world through educational partnerships. Awarded for the first time in 2008, the scholarship permits international students to pursue post-secondary studies in the province, enabling the enrichment of campuses socially and culturally.

Ministry of Agriculture and Lands Integrated Land Management Bureau

MANDATE

- The mandate of the Ministry of Agriculture and Lands (MAL) is to promote economic development and environmental sustainability for the agriculture, aquaculture and food sectors, while supporting them in delivering safe, healthy and high-quality food and to manage Crown land in a manner that contributes to the economic, societal and environmental goals of government.
- Recognized as a separate organization, the Integrated Land Management Bureau (ILMB) is accountable to the citizens of British Columbia through the minister of agriculture and lands. Its mandate is to provide British Columbians with access to integrated Crown land and resource authorizations, planning dispositions and resource information services. Since many of these services are provided to, or on behalf of, provincial natural resource ministries, ILMB receives strategic direction from a board of directors comprised of deputy ministers from the agencies that are supported by ILMB's services.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Executive is committed to building a welcoming and diverse organization that embraces all individuals and removes employment barriers. The ministry and ILMB distribute materials that promote diversity, offer training opportunities that encourage staff to build on their understanding and appreciation of cultural diversity, and ensure government policies on multiculturalism are available to all staff.
- MAL and ILMB support the Province's commitment to a new relationship with Aboriginal peoples and continue to engage, consult and accommodate First Nations interests and values while providing responsible access to land and resources.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Recruitment and selection practices are merit-based; qualifications, experience and expertise are considered regardless of ethnicity, culture or disabilities.
- In response to the needs of communities, ILMB develops plain English publications and, where appropriate, translates front counter rack cards into languages to ensure clear understanding and access to technical information.
- MAL and ILMB solicit input from their client communities to ensure offered programs and services are responsive to specific needs.

Ministry of Agriculture and Lands Integrated Land Management Bureau

- MAL and ILMB distribute materials that promote diversity and offer training opportunities to encourage staff to build on their understanding and appreciation of cultural diversity and the elimination of racism.
- MAL and ILMB follow government policies that prohibit discrimination in the workplace.
- As an outcome of the Central Coast Land and Coastal Resource Management Plan, the Province and the Kwakwaka'wakw, Namgis and Tlowitsis First Nations (now referred to as Nanwakolas First Nations) signed a land-use planning agreement in principle, dated March 27, 2006. Upon successful negotiations between ILMB; MAL; the Ministry of Tourism, Sport and the Arts; the Ministry of Environment; and Nanwakolas First Nations, a clearing house framework agreement was signed in May 2007 between respective Nanwakolas chiefs and ministers representing the aforementioned ministries. The clearing house pilot project is a joint pilot project developed by Nanwakolas Council Society First Nations and the Province. The project has been very successful in developing a process that will facilitate increased efficiency, effectiveness and economy associated with the consultation process between participating land and resource agencies and ministries, the Nanwakolas member First Nations and land use proponents proposing development in First Nations traditional territories.



HIGHLIGHTS OF INITIATIVES

- The Reclamation and Prospecting Program was piloted in summer 2007. The program is a partnership with the Ministry of Energy, Mines and Petroleum Resources, which supports the unique educational and social needs of rural First Nations youth while addressing labour shortages.
- Led by the ILMB, the Province enhanced sustainable resource management, business certainty and critical habitat protection with the completion of a number of land-use agreements covering the Haida Gwaii, Sea-to-Sky Highway and northwestern B.C. During the last year, agreements were finalized with the Haida, In-SHUCK-ch, Squamish and Lil'wat First Nations, as well as a preliminary agreement with the Taku River Tlingit First Nation. All agreements stress the importance of balancing cultural, environmental and economic values in provincial land-use decisions.
- Partnering with ActNow BC, the ministry helped to expand the First Nations Community Food Systems for Healthy Living Project to 12 First Nations. The project assists with the provision of fresh, healthy food for Aboriginal communities.
- The ministry continues to support the 4-H movement in the education and development of young people from all cultures to encourage successful entrepreneurship and leadership roles in their communities.

Ministry of Attorney General and Minister Responsible for Multiculturalism

MANDATE

The Ministry of Attorney General and Minister responsible for Multiculturalism has overall responsibility for the administration of justice in British Columbia, as well as for the delivery of settlement, adaptation and language services to immigrants and multiculturalism and anti-racism initiatives. The Attorney General has a constitutional and statutory role as the government's chief law officer, providing legal advice, representing the government in litigation and drafting legislation. Thus, the Attorney General has a unique role in government to ensure that public affairs are administered in accordance with the law, including ensuring that government operations conform to non-discrimination provisions of the Charter of Rights and Freedoms and the Human Rights Code. The Attorney General is also the minister responsible for multiculturalism in British Columbia.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Attorney General works continuously to update and improve programs to ensure they are delivered equitably and in a way that reflects sensitivity towards multiculturalism and ensures compliance with the Charter of Rights and Freedoms and the Human Rights Code. The ministry's executive leads the ministry in the commitment to multiculturalism, as appropriate.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Cultural diversity continues to increase as a valuable asset to British Columbia's economy and social fabric. The Multiculturalism and Immigration Branch took a leadership role in maximizing community-based and public sector growth potential. The branch stewarded organizational development, supported anti-racism programs and enhanced private sector growth through the promotion of one of B.C.'s most marketable assets — our increasing diversity. This was achieved through partnerships with regional and Aboriginal communities, ministries, Crown corporations, non-government organizations, federal and municipal governments and the private sector.

Ministry of Attorney General and Minister Responsible for Multiculturalism

HIGHLIGHTS OF INITIATIVES

Human Rights

The ministry funds the B.C. Human Rights Clinic to provide advice, advocacy services and legal representation to eligible individuals who require assistance in filing or responding to a complaint under British Columbia's Human Rights Code. The Human Rights Code protects British Columbians from discrimination in areas such as employment, housing, and services and facilities customarily available to the public on the basis of race, colour, ancestry, place of origin, and religion, as well as age, marital status, family status, physical or mental disability, sex and sexual orientation.

In addition to its ongoing efforts to promote multiculturalism by assisting individuals with complaints of discrimination, the Human Rights Clinic (specifically, the B.C. Human Rights Coalition as service provider to the clinic) receives funding to deliver educational services about rights and obligations under the Human Rights Code. The coalition's education services include a telephone service to respond to requests for information from the public about human rights matters; an up-to-date human rights website, which, among other topics, includes information about discrimination on the basis of ancestry, colour, place of origin and race; and conducting seminars and training sessions for various ethnic and cultural groups and immigrant-serving agencies, as well as employers, service providers, labour representatives and other interested groups throughout British Columbia.

The coalition's education program relies heavily on the ministry's human rights information sheets, which provide plain-language information about human rights protection in B.C. Of particular importance in the multiculturalism context is the information sheet "Racial Discrimination and Information for Employers." The information sheets were updated in March 2007 and translated into Chinese and Punjabi for the first time. With the elimination of mandatory retirement (effective January 2008), the information sheets were updated and additional material prepared. All publications are available online in English, Chinese and Punjabi on the ministry's human rights protection website.

From a broader perspective, on an ongoing basis, as a member of the Continuing Committee of Officials on Human Rights, the ministry reports on British Columbia's compliance with United Nations human rights treaties, such as the International Convention on the Elimination of All Forms of Racial Discrimination, and participates in federal-provincial-territorial discussions concerning the extent to which Canada may become a signatory to other instruments.



Justice Services

The ministry provides core funding to the Legal Services Society, Law Courts Education Society and the People's Law School to deliver public legal education and information. Significant materials have been translated into a variety of languages, including: Chinese, Farsi, French, Japanese, Korean, Punjabi, Spanish, Vietnamese, Russian, Arabic and Polish. Legal information is also provided through ethnocultural media outlets, such as radio and newspapers. Many public legal education and information programs have been tailored for First Nations audiences.

The Child Protection Mediation Program provides brochures in Chinese, Farsi, French, Korean, Punjabi, Spanish, Tagalog and Vietnamese languages. The branch's Parenting After Separation Program (a free, three-hour seminar to inform parents about the effect of divorce and separation on children) is offered in Cantonese, Mandarin, Punjabi and Hindi in various locations in Vancouver and Surrey. A handbook for parents is available in Chinese, French and Punjabi. Public information materials on the civil rules consultation website were posted by the branch in French, Chinese Traditional, Chinese Simplified, Spanish and Punjabi languages.

Court Services

In 2007/08, Court Services Branch programs and services were expanded for people with diverse cultural backgrounds to ensure staff have a greater appreciation and understanding of the implications of such differences when interacting with members of the public from various cultures.

Key processes and policies implemented to support multiculturalism in hiring practices and working culture for 2007/08 include cultural training for court staff and sheriffs by the Aboriginal community at the First Nations Court Pilot in Surrey. Court registries remain committed to retaining the most qualified interpreters available to protect the rights of the party or witnesses who require interpreters. First Nations courts commenced in November 2006 in New Westminster, for sentencing of criminal matters and mediation of family matters.

Another First Nations court was piloted for three sittings (February, March and April 2008) at Klah-How-eya Aboriginal Centre in Surrey, for which court services provided all equipment and support staff. The following are some of the highlights of the ministry's ongoing initiatives:

- Many court locations have court workers (Ministry of Children and Family Development staff) with an Aboriginal background who assist Aboriginal peoples accused of crime by guiding them through the process, and providing them with referrals to legal, social, educational, employment and medical services. Surrey and Kamloops court locations provide space for these workers.
- Some court locations have used sentencing circles since 2002. An off-site sentencing circle was piloted in Surrey in January 2008.
- Court Services Branch retains a pool of over 200 court interpreters who provide interpretation services at criminal, youth, traffic, municipal and family court hearings in over 50 spoken languages (including Aboriginal languages), as well as visual languages for the deaf and hard of hearing.
- Two court services pamphlets are available in French, and courthouses also stock eight multi-language pamphlets published by other branches and organizations.
- The Supreme Court Self-Help Centre (operated by the ministry) has online resources for self-represented parties, including a link to MultiLingoLegal.ca, which provides online access to many multilingual legal publications.
- Court proceedings are conducted in French or in bilingual (French and English) in two court locations: Victoria (for Contraventions Act proceedings only) and New Westminster (criminal and youth court proceedings).
- New Westminster's bilingual trial team sometimes travels to other court locations to conduct bilingual or French trials.
- The Justice Institute of B.C. offers the following courses, which are of direct interest to court services staff:
 - Diversity and Trauma, which explores issues of difference and diversity as they relate to critical incident stress management; of particular interest to first-line responders, such as sheriffs.
 - Justice and Public Safety Career Preparatory Certificate for Aboriginal Learners helps develop skills and knowledge required to be more competitive in securing a career in justice and public safety careers, such as sheriff services.



Multiculturalism and Immigration

In 2007/08, \$1.57 million was allocated to the Province as part of federal funding for Canada's Action Plan Against Racism for the development of initiatives aimed at making B.C. communities more welcoming and inclusive for new immigrants and appreciative of the benefits of cultural diversity. The funding was used to increase the budget of the B.C. Anti-Racism and Multiculturalism Program. Over \$479,000 was provided to support 20 anti-racism and multiculturalism initiatives across the province in places such as Campbell River, Duncan, Victoria, Abbotsford, Powell River, Terrace, Mission, Maple Ridge, Kelowna, Kamloops and Prince George. Of these initiatives, 11 were youth focused.

BC150 Mosaic Grants were announced in partnership with the ministries of Tourism, Sport and the Arts and Aboriginal Relations and Reconciliation, to honour the diverse cultures that have shaped this province's communities and accurately reflect the contributions made to B.C. from Aboriginal, pioneer and immigrant communities.

The ministry also led initiatives that supported provincial, regional and sector-level projects. These projects demonstrated leadership, community capacity building and promising practices in building welcoming and inclusive communities. The welcoming and inclusive communities and workplace intergovernmental steering committee, comprised of federal, provincial, municipal officials and citizen advisors from metropolitan Vancouver, was established to develop plans for the first forum, *Creating Welcoming and Inclusive Communities: What Will it Take*.

The provincial Nesika Awards were launched in February 2008 to recognize the outstanding work that individuals, organizations and communities do to promote cultural diversity. The awards program encourages the public to nominate those who are role models in demonstrating the benefits of creating a welcoming and inclusive environment in our workplaces and communities. Nominees must have helped two or more cultures to live, learn or work together. The award's name, Nesika, is derived from Chinook jargon for "we, us, our," and reflects B.C.'s reputation as the world's leader in social inclusion.



The Safe Harbour Program, co-ordinated by the Affiliation of Multicultural Societies and Service Agencies, has actively engaged businesses and organizations across the province to address racism and other forms of discrimination. There are over 400 safe harbour locations in 34 B.C. communities, and the network continues to expand to build welcoming and inclusive communities.

The Critical Incident Response Model (CIRM) is a three-step, three-year model that includes community training, critical incident monitoring, liaison with the provincial hate crime team and leadership to link the development of response protocols at community, regional and provincial levels. To date, 30 communities across British Columbia have engaged in CIRM and the first phase of the program evaluation is completed. Twenty CIRM communities across the province provided feedback on what was working and not working with CIRM, including 91 per cent of CIRM committee chairs. The evaluation findings identified a need for further resources for CIRM communities to use towards training, information sharing, outreach to youth and community engagement initiatives.

The B.C. Hate Crime Team, an integrated cross-ministry team that includes program staff, continued its work. Members of the hate crime team attended initial CIRM community meetings and delivered presentations, along with ministry staff, to raise awareness about hate and encourage community groups to report hate incidents to local police.

As a community education tool, phase II of Dialogues on Multiculturalism pilot was developed to engage communities to find new ways to articulate how to develop a welcoming and inclusive community for all residents. Themes explored links with the promotion of multiculturalism and finding ways to eliminate racism.

Thirteen communities (all part of the CIRM network) identified an interest in convening a dialogue on multiculturalism in their communities. The branch worked with Simon Fraser University's Dialogue Programs to implement the dialogues in the communities of Smithers, Terrace, Quesnel, Williams Lake, Burns Lake, Nanaimo,

Vernon, Fernie, Duncan, Powell River, Campbell River, Abbotsford and Vanderhoof.

Make A Case Against Racism, a public education anti-racism campaign for children in grades 4-7 was carried out in schools across the province. This campaign was developed in partnership with Music BC Industry Association, and the ministries of Attorney General, Education, and Public Safety and Solicitor General. Key activities include students selecting their favourite songs from B.C. musicians and creating original artwork for a compilation CD. Over 400 students submitted artwork during spring 2008. Sixteen youth from across B.C. were selected as winners in the artwork contest by a panel of youth judges. Additionally, the campaign included the development of a teacher's resource guide that complements the provincial school curriculum.

Immigrant Settlement and Immigration Policy

In June 2007, the ministry launched WelcomeBC, a provincial initiative aimed at helping immigrants moving to British Columbia access existing and expanded services so they are better able to adapt to life in their new communities. Supported by the Government of Canada through the Agreement for Canada-British Columbia Co-operation on Immigration, the initiative represents a total investment by the federal and provincial governments of \$217 million in immigrant settlement services and multiculturalism strategies over two years.

Under WelcomeBC, immigrant settlement services delivered under the B.C. Settlement and Adaptation Program were expanded and enhanced. Several new initiatives were introduced in 2007/08. Highlights include:

- Expansion of English language services for adults to include labour market focused intermediate language classes and reduce waitlists for beginner level classes.
- Expansion of information services for newcomers to assist them in adapting to their new home.

- Implementation of settlement workers in schools in 10 school districts to assist immigrant and refugee children and their families adjust to the school system.
- Implementation of the Step Ahead Pilot Program to provide enhanced outreach services to refugees with multiple barriers.
- The launch of an Internet portal (www.WelcomeBC.ca) to provide potential and new immigrants to B.C. with resources, information and tools to assist them settling in B.C.
- In partnership with ActNow BC, launched a healthy living campaign for culturally diverse and immigrant communities in British Columbia.
- Provision of funding and leadership to support the development of tools, resources and pilot projects for phase II of the multilingual service delivery initiative, as led by the Ministry of Labour and Citizens' Services.

Ministry of Children and Family Development

MANDATE

The mandate of the Ministry of Children and Family Development (MCFD) is to establish an integrated system of services designed to meet the needs of children, youth and their families. This continuum of services encompasses all ministry programs, including early childhood development, child care, children and youth with special needs, residential and foster care, adoption, children and youth mental health, youth justice and youth services.



KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Ministry Service Plan Goals

1. To identify and strengthen, or develop, effective child, youth and family development services in B.C. within a strengths-based, developmental approach.
2. To support Aboriginal peoples to achieve their vision and goals with regard to delivery of services to their children, youth, families and communities.
3. To transform MCFD as an organization to support goals 1 and 2.

MCFD is committed to building a stronger, healthier relationship between government and Aboriginal peoples and to narrow the gap between Aboriginal peoples and other British Columbians. As a part of this important work, MCFD is supporting Aboriginal peoples in developing their own governance models for service delivery.

- Legislation requires the preservation of children's Aboriginal and cultural identities and that they receive guidance and encouragement to maintain their cultural heritage.
- Policy and standards require staff to: Respect the views, cultural and ethnic heritage, socio-economic circumstances, spiritual beliefs and identities of children, families and extended families; support children in understanding and cultivating their heritage, spiritual beliefs and identities; and consult and involve families' cultural or ethnic community as identified by children and families in the planning and delivery of services.
- MCFD provides interpreters for families and children in care.
- MCFD provide services in the first language of families, whenever possible.
- MCFD publishes brochures and pamphlets in nine languages.
- Adoption awareness and recruitment campaigns are designed specifically for a variety of cultural communities.
- Foster parent awareness and recruitment campaigns are designed specifically for a variety of cultural communities, including multicultural dinners during Foster Parent Appreciation Month.
- MCFD reviews cultural awareness training for staff to promote culturally appropriate service delivery to Aboriginal children, youth and families.
- MCFD works co-operatively and collaboratively with Aboriginal leaders and regional planning committees to plan and implement the transfer of responsibility for Aboriginal service delivery to community-based governance structures.
- MCFD is proactive in hiring people with Aboriginal heritage.

HIGHLIGHTS OF INITIATIVES

- MCFD is the lead on implementing Jordan's Principle, which is a child-first principle for resolving jurisdictional disputes involving the care of First Nations children.
- A partnership between MCFD, the University of Northern British Columbia (UNBC), the BC Public Service Agency and Aboriginal delegated agencies in northern B.C. to recruit and train Aboriginal social workers has increased their northern numbers from five to 14.
- Between January 2006 and March 2008, MCFD doubled its Aboriginal staff, from 119 to 239.
- Fact sheet entitled Options for parents and families: Collaborative Planning and Decision-Making in Child Welfare translated into Chinese, Tagalog, French, Korean, Persian, Punjabi, Spanish and Vietnamese through postings on the MCFD website.
- A child welfare policy that promotes the use of traditional decision-making processes for Aboriginal children, families and communities, as well as other diverse cultural groups.
- A review of kinship care is underway to determine



how the ministry can best support relatives to care for children, so as to help preserve children's cultural identities.

- Children and youth mental health service information brochures are available in Cantonese, Farsi, Korean, Mandarin, Punjabi and Vietnamese through postings on the MCFD website.
- Clients of the child care subsidy program have access to telephone interpreter services that offer information in over 140 languages.
- A youth custody centre has a designated contract to promote awareness of other cultural groups, to provide sensitive services to youth and family members and to access related community resources.
- MCFD translated the pamphlet *It's Easier Than You Think* into Punjabi and simple Chinese to facilitate adoption recruitment in these communities.
- MCFD contracted with the Caring for First Nations Children Society to develop an online cultural awareness curriculum for non-Aboriginal families adopting Aboriginal children.

Ministry of Children and Family Development

The ministry is organized into five regions. Each region has provided staff cultural or Aboriginal cultural awareness training in addition to various extended training, forums and conferences. The following are a sample of the many initiatives carried out in the regions over the past two years.

FRASER REGION

- Regional staff and foster parents were supported to attend the conference Aboriginal Youth: Circle of Courage.
- Presented the Aboriginal Youth Justice Forum, the Aboriginal Mediation Program and the Multicultural Youth Entry Project.
- Multicultural family support workers provide counselling, as well as accept referrals from child protection social workers (such as family violence, trauma).
- A program to provide clinical counselling to immigrant families in the appropriate language and within the appropriate cultural value system.
- Contract to provide Farsi-speaking youth and family counsellors to establish connections with Iranian youth and their families, as well as outreach to schools and community.
- Funding for a parents and tots drop-in program, which supports self-identified visible minority families in the use of the Multicultural Family Resource Centre's mobile lending library.
- A range of contracted early child development services (such as Nobody's Perfect, Mother Goose) that are culturally and linguistically targeted to the Korean, Chinese and Persian communities.
- Regional multicultural committee is developing a regional multicultural plan that will address practices in staff hiring, service delivery, as well as with contracted community service agencies.
- A multi-partnered, multi-service, integrated early child development refugee settlement pilot project.



VANCOUVER ISLAND REGION

- Leaders and staff from an Aboriginal delegated agency are participating in the planning and development of regional learning events.

INTERIOR REGION

- Aboriginal Family Group Conferencing Forum.
- Aboriginal family development response training.
- Aboriginal systems training.
- Journey to Permanence for Aboriginal Children.
- Aboriginal Children Demystified.
- Wellness sessions for MCFD Aboriginal workers.
- Parenting Children from Other Cultures workshops for adoptive parents.
- Provide program information, pamphlets and language interpretive services for families who need services in languages other than English.

VANCOUVER COASTAL REGION

- Multicultural Funders Roundtable, where representatives of funding bodies (agencies, organizations and government) share information, and collaborate on planning, resource allocation and targeted activities to improve access, social inclusion, equitable participation and organizational capacity for minority communities.
- Provide services in many languages and families' first languages, including Hindi, Punjabi, Vietnamese, Spanish, Mandarin, Cantonese and English. In some cities, there are specific ethno-cultural workers.
- In spring 2008, held a memorandum of understanding signing ceremony between MCFD Vancouver Coastal Region and the Heiltsuk First Nations (Bella Bella).
- Funded cultural camps for Heiltsuk youth at Koeye camp (Bella Bella).
- The Parent Leaders Program provides awareness of Chinese, Hispanic and South Asian cultures with direct support and connection to parents to access services, understand community partners and assist with related issues.
- Contracted with Touchstone Family Association for the provision of family preservation and support services and programs specific to Chinese, South Asian and African families. Staff provide services in multiple languages.
- Richmond teams work in partnership with the Musqueam Band to develop joint plans and services for band members living on reserve in south Vancouver.
- North Shore Multicultural Services Society provides programs in first languages on Vancouver's north shore, including Persian Let's Learn (Farsi) and an early childhood development parent and child preschool-age program for newcomers to learn about Canadian norms and expectations; region also funds the society's middle years and teen portion of their immigrant family bridging program for new Canadian parents.

- Communities That Care (CTC) launched a Punjabi strengthening families program in Squamish; planning is underway with CTC and community representatives for joint delivery in the Punjabi language.

NORTH REGION

- Conference on integrated case management, which included MCFD employees and agency staff, representing a diverse population of providers (cultural and Aboriginal representatives).
- Welcoming Home Camps.
- Initiated the child welfare specialization training pilot project in partnership with UNBC.
- Initiated the Aboriginal Child Protection Recruitment Project, a partnership with MCFD, delegated agencies represented by Carrier Sekani Family Services and UNBC.
- The Prince George Aboriginal Children and Family Commission and MCFD completed a historic agreement that identifies how MCFD will work and engage with commission members in the planning, design and delivery of services in the Prince George area.

Ministry of Community Services and Minister Responsible for Seniors' and Women's Issues

MANDATE

The mission of the Ministry of Community Services and the Minister Responsible for Seniors' and Women's Issues is to promote sustainable, liveable communities that provide healthy and safe places for British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry is dedicated to building strong communities that recognize and value cultural diversity and provide an improved quality of life and equitable access to programs, services and opportunities for all British Columbians. This commitment is demonstrated in every aspect of program development and service delivery throughout the ministry in 2007/08.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry targets prevention initiatives and intervention services to multicultural communities, and participated in cross-government initiatives designed to enhance multilingual and multicultural access to information, programs and services for women experiencing violence.

The ministry is committed to promoting an inclusive, discrimination-free environment for staff and clients (for example, mandatory discrimination prevention training).

HIGHLIGHTS OF INITIATIVES

Services to Women

- Partnered with the Ministry of Attorney General and Ministry of Public Safety and Solicitor General in planning a cross-sector consultation and forum to improve integration and responsiveness of services for immigrant and refugee women experiencing violence.
- Celebrated Women's History Month in October 2007, with the theme celebrating immigrant women. The minister spoke at a luncheon hosted by the Vancouver and Lower Mainland Multicultural Family Support Services Society.
- Supported the publication of Help, Hope and Healing brochures, a suite of violence prevention and intervention, education and awareness materials translated into seven languages and distributed provincewide and online. The series includes brochures, tear-off sheets and wallet cards produced in English, French, Chinese, Punjabi, Persian, Filipino and Vietnamese and a brochure for Aboriginal women, available in English and French.
- Funded multicultural outreach services, which responded to the diverse language and cultural needs of immigrant and refugee women, helped them to access needed services, and assisted service providers in understanding the cultural realities of clients. Available in 20 languages in 10 communities.
- As a member of the federal-provincial-territorial Ministers Responsible for the Status of Women, confirmed support for the 2007 Iqualiut Declaration that recognizes the need to improve the lives of Aboriginal women and girls.
- In 2007/08, supported delegations for Aboriginal women and provincial officials to attend the National Aboriginal Women's Summit.
- In 2007, supported a \$1.2 million initiative, Partners in Prevention, which funded nine innovative community-based projects that engaged men and boys in changing attitudes and behaviours regarding violence against women. Projects specifically focused on youth, immigrant and Aboriginal communities.
- Supported the confidential crisis line VictimLink, a toll-free 24-hour help line offering immediate crisis support and referral services in 110 languages and dialects.
- Directory of services for women, posted online, includes links for Aboriginal women and immigrant and self-identified visible minority women.

Ministry of Community Services and Minister Responsible for Seniors' and Women's Issues

- Development of a brochure on immigration sponsorship default, called Family Class Sponsorship: Defaulting on an Undertaking, intended for the benefit of immigrant women in B.C. The brochure was distributed to a variety of women-serving and multicultural organizations, as well as posted online. Available in English, Spanish, Chinese, Punjabi, Persian (Farsi) and Vietnamese languages.
- Hosted a meeting for a delegation from Hunan Vocational University (China) and Hunan Women's Federation.
- Provided information packages for a visiting delegation who were on a study tour from the All-China Women's Federation.

Services to Seniors

- The BC Health Guide and Information for Seniors: Your Guide to Programs and Benefits, available in French, English, Chinese and Punjabi, was posted to the ministry's seniors' web pages.
- Provided information to seniors, caregivers and their families about government services and programs through the Health and Seniors Information Line, a toll-free number with translation services offered in 130 languages and dialects.

Services to Urban Communities

- The BladeRunners Program collaborated with the private sector to secure training and jobs in the construction industry for at-risk youth who are mostly from inner-city communities. In 2007/08, over half of participants were Aboriginal.
- Worked to increase the capacity of government and community organizations to address issues facing the Vancouver's Downtown Eastside. The Vancouver Agreement addresses urban challenges using an approach that is inclusive of diversity.

Local Government

- Provided \$60,000 to the Community to Community Forum Program, which is jointly administered by the

Union of B.C. Municipalities and the First Nations Summit. The program provides financial and in-kind assistance to promote and support relationship-building activities between local governments and First Nations. Activities included meetings between elected officials of First Nations and local governments on any topic of mutual interest or concern, such as economic development, servicing and land-use planning. These meetings provide considerable opportunity for cross-cultural understanding and awareness, and the development of more formal agreements. In 2007/08, the program supported 36 events.

- With the Ministry of Tourism, Sport and the Arts, the ministry continued to create and improve outdoor public meeting and celebration spaces, such as traditional town squares and community commons. The B.C. Spirit Squares will help ensure public gathering places reflect each community's unique character, heritage and cultural diversity. A project criterion is multicultural linkages.
- In partnership with Indian and Northern Affairs Canada, the ministry spearheaded a broad-based smart planning initiative, which highlights the importance of partnership development within and outside government to support the growth of community sustainability planning over the long term. Smart planning encourages communities to take a fresh look at their future and to take innovative planning approaches that consider communities' environmental, social and cultural sustainability.
- In June 2008, in partnership with the University of Victoria's school of public administration, the ministry participated in a two-day event, entitled Making Greater Vancouver a World City: Policy and Governance Challenges for British Columbia. Attended by a cross-section of academics and provincial and local government staff, the event included a presentation and discussion around the challenges of managing immigration and integration in a globalized world. An important aspect of the discussion centred on the role of local governments in managing immigration and integration within the context of B.C.

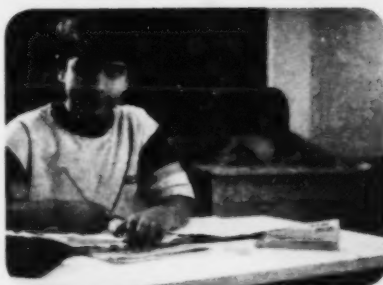
Ministry of Education

MANDATE

The mandate of the Ministry of Education is to enable all learners to develop their individual potential and acquire the knowledge, skills and attitudes needed to contribute to a healthy, democratic and pluralistic society and a prosperous and sustainable economy. The goal is to make B.C. the best-educated, most literate jurisdiction on the continent.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The School Act tasks the British Columbia school system with enabling all learners to develop their individual potential. To ensure differences among learners do not impede any individual's ability to participate or learn, the school system respects the rights of individuals in accordance with the law, including the Constitution Act, the Charter of Rights and Freedoms, the Official Languages Act, the Multiculturalism Act, the Human Rights Code, the Employment Equity Act and the School Act. The school system also promotes complementary values, from tolerance and flexibility to respond to diverse cultural needs to the courage to speak out against discrimination, harassment and violence.



KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Detailed information is available on ministry web pages:

- Diversity in B.C. Schools. A Framework: www.bced.gov.bc.ca/diversity/diversity_framework.pdf
- English as a second language policy: www.bced.gov.bc.ca/esl
- English as a second language standards: www.bced.gov.bc.ca/esl/standards.pdf
- B.C. performance standards for social responsibility: www.bced.gov.bc.ca/perf_stands
- Safe, Caring and Orderly Schools: A Guide: www.bced.gov.bc.ca/sco
- Funding English as a second language policy: www.bced.gov.bc.ca/policy/policies/funding_esl.htm
- Funding Aboriginal education: www.bced.gov.bc.ca/policy/policies/funding_abed.htm
- Accountability mechanisms: Achievement contracts, annual school plans, foundation skills assessment results, satisfaction surveys: www.gov.bc.ca/bced
- Aboriginal education enhancements branch: www.bced.gov.bc.ca/abed
- Aboriginal education enhancement agreements: www.bced.gov.bc.ca/abed/agreements
- The ministry's language education policy is designed to be an integral part of the kindergarten to grade 12 education plan, and to recognize the official languages of Canada and the growing number of languages used by British Columbians: www.bced.gov.bc.ca/policy/policies/language_educ.htm

HIGHLIGHTS OF INITIATIVES

The Ministry of Education's ongoing initiatives include:

- safe, caring and orderly schools
- funding for English as a second language programs; and
- Aboriginal education funding.

In addition, the ministry continues to translate some materials (especially those intended for parents) into as many as 12 languages.

The Ministry of Education's new initiatives include:

- An amendment to the School Act, Section 85 (1.1), which makes it mandatory for boards of education to establish codes of conduct and ensure schools in their districts implement those codes. The amendment, entitled Provincial Standards for Codes of Conduct Order, assists districts and schools in developing consistent policies and practices to ensure schools are as safe and caring as possible for all.
- The employment of settlement workers in schools within 10 districts to provide information and support services to immigrant students and their families and to help them integrate into their schools and communities.
- Make A Case Against Racism, a joint initiative with the ministries of Education, Public Safety and Solicitor General and Attorney General, is built around teaching and learning resources. Through music and art, students in grades 4 to 7 are encouraged to take personal responsibility for preventing racism and to respect people and diversity.



Ministry of Employment and Income Assistance

MANDATE

The Ministry of Employment and Income Assistance (MEIA) provides income assistance, disability assistance and employment programs for British Columbians in need.

The mission of MEIA is to focus on the customer by transforming the way we deliver services in employment and assistance, using effective and outcome-based practices, and working in collaboration with ministries, other levels of government and service agencies.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry continues to provide services that are responsive to the needs of clients and supports initiatives to create a culturally diverse workforce.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry continues to provide new employees with information regarding diversity issues and discrimination prevention. The ministry's service code, guided by organizational values, defines shared expectations as we interact with clients, stakeholders and each other.



HIGHLIGHTS OF INITIATIVES

- For the sixth consecutive year, MEIA approved the request of Human Resources and Social Development Canada to transfer funds (\$4 million in 2007/08) from the British Columbia Labour Market Development Agreement to the Aboriginal Human Resources Development Agreement.
- In May 2007, the ministry engaged an Aboriginal intern to pilot Aboriginal awareness and diversity training workshops in Region 5 (the North) for management and staff. The purpose was to develop and foster positive communication and relationships with the Aboriginal population, to increase cultural and protocol awareness, and to better understand the world view and the conduct of business by Aboriginal peoples. The training serves as a foundation for employees to build upon.

The ministry provides supports for persons in need, including the following programs:

- Applying for BC Employment and Assistance: The online web orientation for new applicants is available in 12 languages, as well as for non-literate clients. English and translated versions are available in audio.
- The BC Employment Program has the flexibility to provide individual support to clients of diverse heritages. Additionally, there is a specifically designed ESL and immigrant bundle that serves Vancouver Coastal and Fraser health authorities. The contractor responsible for this special bundle, GT Hiring Solutions, subcontracts more than half of its work to Lower Mainland agencies with expertise to assist immigrant clients bridge language and cultural differences. Translation services in more than 25 languages are readily available.

- The Employment Program for Persons with Disabilities assists people who have a medically verifiable disability that is a primary barrier to employment, including clients of diverse heritages. The BC Society for Health and Employment Opportunities (THEO BC), a core service provider delivering employment programs for people with disabilities, has sub-contracted with S.U.C.C.E.S.S., which is an immigrant service agency. S.U.C.C.E.S.S. launched the first employment program for persons with disabilities for clients of diverse heritages in Canada. Funded by MEIA, THEO BC's expertise in providing services to persons with disabilities combined with the strength of S.U.C.C.E.S.S. in serving the multicultural community will greatly enhance access to employment programs for persons with disabilities by adding value to an already highly effective program. Initially focusing on the Chinese community in Metro Vancouver, the unique service will be systematically expanded to ethnic communities whose first languages are Korean, Farsi and Punjabi.
- The Bridging Employment Program assists victims of violence and abuse to overcome barriers that prevent them from making a successful transition to independence or sustainable employment. The program includes English as an additional language training when necessary. Program includes bridging services for clients of Aboriginal and diverse heritages through contracted service providers.
- The Community Assistance Program provides people with many barriers to employment with the opportunity to enhance their quality of life and participate more fully in their community. This includes English as an additional language training.
- Aboriginal Skilled Trades Employment Project (ASTEP) is designed to facilitate the entry of Aboriginal workers and others into the construction industry labour force and to address skill shortages for the industry. This one-year project is sponsored by the BC Construction Association and funded by MEIA. ASTEP will serve Vancouver Island and northern B.C. This unique project will engage First Nations elders and Aboriginal trades people as job coaches for Aboriginal workers seeking training and employment in the construction trades. ASTEP will assist Aboriginal persons living on or off reserve through assessments of their skills, streaming them towards additional skills development and finding them employment in the construction industry.
- The Direct Purchase Program is available when other employment programs are not. Staff may purchase services for clients who have barriers to employment, which includes English as an additional language training.
- In 2007/08, the ministry continued work under its memorandum of understanding (MOU) signed in January 2007 with 11 of 12 B.C. Aboriginal Human Resource Development Agreement (AHRDA) holder organizations and the First Nations Social Development Society. The MOU is consistent with the ministry's overall direction to work with the federal government, Aboriginal organizations, stakeholders, ministries and governments to improve employment and literacy supports for Aboriginal peoples. A new policy is under development to allow AHRDA clients to collect income assistance while attending AHRDA employment programs.
- The Aboriginal Self Identifier Project (ASIP) collects data on Aboriginal status from individuals who are applying for BC Employment and Assistance. Gathered information helps MEIA design services and programs to better assist Aboriginal peoples in improving their social and economic situations.



Ministry of Energy, Mines and Petroleum Resources

MANDATE

Ministry of Energy, Mines and Petroleum Resources (MEMPR) is tasked with facilitating the responsible development of the province's energy, mineral and petroleum resources for the benefit of all British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

MEMPR is committed to respectful, honest, trustworthy and ethical behaviour in all its communications and actions.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

MEMPR is implementing sound strategies to enhance Aboriginal participation in the oil and gas and mining industries by undertaking economic development initiatives; providing First Nations access to training, education programs and industry forums; and increasing capacity for participation in land-use decisions.

Community consultation forums, conducted to provide input into ministry policies, programs and decisions, are designed to welcome and encourage the participation of all interested citizens.

MEMPR practice is to encourage employment applications from all qualified candidates regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin.



HIGHLIGHTS OF INITIATIVES

- MEMPR staff completed multicultural and protocol training as related to the Asia Pacific area, specifically for India, China and Japan. The training supported the Asia Pacific investment mission and incoming foreign delegations, and enhanced cultural sensitivity to B.C. residents with those backgrounds. MEMPR has also translated selected documents into Chinese, Japanese and Korean languages, and posted on the MEMPR website.
- MEMPR supported a range of multicultural BC150 events through grants totalling \$60,000 approximately, including the creation of a journey map and energy and mining souvenir booklets. The journey map was displayed at various tourism venues in the province, including: Sam Steele Days, Barkerville Historic Town, the Yale Gold Panning Championship and all relevant ministry-attended trade shows and conferences.
- MEMPR provided developmental support to India Calling, a multicultural investment gathering, and to the Upper Similkameen First Nations community to support and promote a former mine site as a tourist destination.
- MEMPR has worked directly with First Nations communities to build capacity and engage First Nations in resource development in their areas. In January 2008, MEMPR facilitated the participation of 60 First Nation representatives from throughout the province to attend the four-day Mineral Exploration Roundup 2008 conference in Vancouver. As part of the pre-conference event, the ministry also coordinated delivery of a First Nations and mining workshop for Aboriginal participants. The mineral exploration conference provides an opportunity for First Nations to learn about recent government initiatives in the mineral sector and mineral exploration in B.C.
- In March 2008, MEMPR provided the Association for Mineral Exploration British Columbia with \$100,000 in funding to support First Nations participation in mining conferences and events, as well as for First Nations and mining special projects, to support awareness, knowledge and understanding of the mining industry in communities.

MANDATE

The mandate of the Ministry of Environment (MOE) is to protect human health and safety, and maintain and restore the diversity of native species, ecosystems and habitats.

Through partnerships across government, and with First Nations, the private sector and communities, we work to enhance the protection and stewardship of water and air resources, advance sustainable use of environmental resources, and provide exceptional outdoor park and wildlife services and opportunities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry operates in the spirit of multiculturalism. The ADM, Corporate Services Division, is the executive sponsor for multiculturalism and reports to the executive committee on equity and diversity issues and accomplishments.

The ministry regularly receives delegations of government officials from China and Korea as part of our commitment to the Asia Pacific Initiative. Ministry staff provide technical briefings to our guests on environmental policy issues. In turn, ministry staff have an opportunity to learn and understand the context for regulatory approaches applied in other countries.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Provided with executive summaries and reports of demographic information, each division in the ministry is responsible for supporting multiculturalism and related initiatives. The goals and objectives of the Multiculturalism Act are considered in the development of ministry policy, legislation, regulations and intergovernmental activities.

Ministry employees have participated in the following training courses or workshops: Building Workplace Trust; Listening, Hearing and Responding; Discrimination Prevention; Effectiveness in Working with People; Violence Prevention; and various related to leadership.

MOE has a representative on the multilingual service delivery committee, established by the Ministry of Labour and Citizens' Services.

HIGHLIGHTS OF INITIATIVES

Effective Partnerships with First Nations

- The Ministry of Environment (MOE) is committed to developing effective partnerships with First Nations.
- The ministry is actively supporting and developing parks collaborative management agreements and regional fish and wildlife advisory agreements. The development of these agreements will involve an increasing number of the province's First Nations.
- To date, MOE has signed 30 parks collaborative management agreements with First Nations. The agreements define how the Province and First Nations will work together to manage specific B.C. parks and protected areas. Four more agreements are in progress. Five regional fish and wildlife processes have also been signed.
- As part of the review of the Wildlife Act, the ministry is engaging with First Nations to learn their views and thereby improve the Wildlife Act. The Province recognizes that fish and wildlife issues are very important to First Nations people and the Wildlife Act needs to support the New Relationship with First Nations and Aboriginal Peoples. In the spirit of co-operation and the New Relationship, the Province decided earlier to include First Nations in the legislative review and amendment process.
- MOE is also working with First Nations on a guardians program, and is planning on more pro-active partnerships with various ethnic communities.

Creation of Provincial First Nations Liaison Officer Position

- The ministry's Conservation Officer Service (COS) has a provincial First Nations liaison officer posted out of the Kamloops regional office. The officer is a First Nations member.
- The first phase of this position has been focused on networking and opening lines of communications with the various First Nation groups and the ministry across the province. The second phase is targeted at formalizing lines of communication between COS and First Nations and the recruitment of First Nations into the COS and other ministry positions.
- Analysis at the conclusion of this term position will be conducted to determine future direction.

Support of the Provincial Government's Aboriginal Youth Internship Program

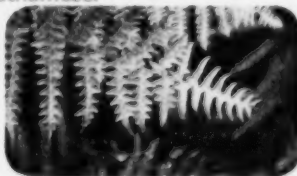
- MOE employed two interns last year and will be welcoming three new Aboriginal interns this fall.
- Last year, the interns were involved in developing a First Nations cultural heritage management framework for BC Parks, as well as building ministry awareness of and capacity to engage in restorative justice programs administered by First Nations throughout the province.
- The interns contributed to fostering multiculturalism in the workplace by bringing to bear some of their unique life experiences. For example, an intern led a cross-ministry workshop on her experiences of growing up as a member of the Wet'suwet'en Nation and her role in a pioneering international foundation whose goal is to empower people of all ages and cultures to discover the natural world, the worlds between cultures and the worlds within themselves.

Provision of Multilingual Exams

- To assist agricultural producers for whom English is their second language, the ministry has translated its exams about safe pesticide use into these languages: Punjabi, Mandarin, Chinese and Vietnamese.

Provision of Multilingual Parks Brochures

- To highlight 10 parks across the Lower Mainland where families can visit, MOE created a brochure in Chinese and is developing another in Punjabi.



MANDATE

The mandate of the Environmental Assessment Office is to act as a neutral agency that fairly and within legislated timelines considers the potential effects of proposed projects and ways to minimize or avoid any adverse effects.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Environmental Assessment Office operates in the spirit of multiculturalism. The associate deputy minister is the executive sponsor for multiculturalism and reports to the executive committee on equity and diversity issues.



KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Environmental Assessment Office employees are encouraged to participate in related workshops or meetings, such as: Aboriginal awareness, Aboriginal relations collaborative visioning, and leadership.
- The office participated in the BC Public Service Agency's Aboriginal youth internship program.
- Environmental Assessment Office hiring practices support multiculturalism by ensuring all candidates have an equal opportunity in the hiring process.

HIGHLIGHTS OF INITIATIVES

- The Environmental Assessment Office is committed to developing effective partnerships with First Nations peoples.
- Employees of the Environmental Assessment Office continue to identify opportunities to engage First Nations peoples in the environmental assessment process.

Ministry of Finance

MANDATE

The Ministry of Finance is mandated to provide sustainable fiscal policies and regulatory frameworks that supports a strong and vibrant provincial economy.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The ministry is committed to a work environment that is free of discrimination.
- The ministry is committed to ensuring the workplace is accessible and representative of the workforce through hiring practices that are fair and equitable and based on the merit principle.
- The ministry strives to deliver its programs and services in a manner that is fair, equitable, and respectful to all clients and citizens.
- The ministry supports staff activities that promote awareness of diversity and multiculturalism, including training and development activities.



KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The ministry values being a flexible organization that strives to meet both personal need and corporate requirements, recognizing the diversity of the staff and that "one size fits all" is not effective.
- One of the ministry's core values is respect — to treat those we serve, and each other, with courtesy, fairness, dignity and trust.
- The ministry makes financial and program information available in Chinese and Punjabi.
- Public affairs staff assist a wide range of ethnic media with queries about financial issues and requests for interviews with the minister.
- The ministry also keeps informed on issues of importance to members of the multicultural community and promotes their participation in the annual budget consultation process.
- In addition to other registries' services being available in a number of languages, the OneStop Business Registry provides some services in French.

HIGHLIGHTS OF INITIATIVES

- Development of a ministry strategic recruitment and development strategy that includes activities around improved outreach and recruitment of under-represented groups, such as people self-identified as visible minorities and Aboriginal peoples.
- Strategic human resource staff attended an Aboriginal collaborative visioning session, an Aboriginal recruitment and retention conference and an Aboriginal internship workshop to support the development of a ministry outreach strategy.
- Ministry employees participated in multicultural training and development workshops, including: Asia Pacific initiative cultural awareness and discrimination prevention.

Communications activities in 2007/08 include:

- Chinese and Punjabi translations of the budget consultation paper, as released in September 2007. The paper encouraged participation in the 2007 budget consultation process, which attracted a record number of responses.
- Chinese and Punjabi translations of the Budget 2008 highlights, which described important new housing initiatives.

The Minister of Finance participated in a series of events for ethnic media, including:

- An editorial board meeting with Fairchild Media Group.
- An information session with Chinese media regarding budget consultations.
- A post-budget availability for Chinese media.
- A post-budget meeting with South Asian business leaders.
- A roundtable session with South Asian media.



Ministry of Forests and Range and Minister Responsible for Housing

MANDATE

Established in 1912, the Ministry of Forests (MOF) is mandated to protect and manage the public's forest and range resources. As stewards of these resources, the ministry has the responsibility to ensure their use to generate economic benefits is balanced with their long-term viability. In support of this, the ministry delivers programs and services through seven core business areas: forest protection, stewardship of forest, compliance and enforcement, pricing and selling, B.C. timber, executive and support services, and forest investment.

The mandate of the Office of Housing and Construction Standards (OHCS) is to improve access to safe, stable housing for all British Columbians. Its responsibilities include: Housing, building and safety policies, as well as the Residential Tenancy Branch. In addition, the office oversees several Crown agencies, boards and commissions including BC Housing, the Homeowner Protection Office and the Safety Standards Appeal Board.

In 2007/08 OHCS continued to work on two major initiatives:

- implementation of the provincial housing strategy; and
- the modernization of regulatory systems in building design and construction.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Forest service executives are committed to creating a work environment that reflects, respects and values the diversity of British Columbia; provides a workplace that is free of racism, harassment and discrimination; and ensures there is equal opportunity for full participation and access to all services within the communities they serve.

To ensure integration into the day-to-day operations of the organization, the ministry continues with its strategy that shifts the focus from equity and diversity to one that encompasses all aspects of diversity, including multiculturalism, employment equity and human rights.

Executives with the Office of Housing and Construction Standards are committed to creating a positive work environment that reflects, respects and values British Columbia's social and ethnic diversity. Priorities include fostering a workplace that is free of racism, harassment and discrimination, and ensuring there is equal access to all community-based services.



KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

MOF reviews and evaluates policies, programs and services on an on-going basis, to ensure they are fair and equitable and do not impose barriers. Specific programs include: Aboriginal fire crews, Aboriginal intern and co-op program; attendance at career fairs that promote the hiring of persons self-identified as visible minorities, persons with disabilities and Aboriginal peoples; and Community Development Trust Job Opportunities Program.

OHCS continuously reviews and evaluates its policies, recruitment programs and services to ensure they are fair, equitable and free of barriers.

OHCS participates in government and inter-ministry working groups designed to bring awareness to diversity and enhance multilingual access to information and services.

HIGHLIGHTS OF INITIATIVES

- The Ministry of Forests (MOF) recognizes that a key strategy — to ensure having the right people with the right skills, in the right role and at the right time — is to work with multicultural communities. In fall 2007, MOF revised the corporate strategic human resources plan to include comprehensive initiatives aimed at improving our diverse workforce. In the Organizational Development Branch of Corporate Services Division, for example, representation from persons who self-identified as visible minorities increased to 27 per cent and persons with disabilities moved to seven per cent; whereas, in the previous year, there was no employment in both categories. The ministry is working on specific initiatives that will identify job opportunities for forest workers affected by the industry downturn. The job opportunities program has already approved several projects that focus on First Nations communities and members.
- OHCS is developing a 10-year off-reserve Aboriginal housing action plan aimed at closing the housing gap between Aboriginal and non-Aboriginal peoples in British Columbia.
- OHCS is the lead for the negotiation of a First Nations Housing memorandum of understanding (MOU).
- OHCS participated in the associate deputy ministers service innovation subcommittee on multiculturalism. As a member of the task group on multilingual service delivery, the Residential Tenancy Branch assisted in the development of policy, procedures and contract development materials for all government agencies.
- For success in the future, MOF needs to reach out and engage with communities and is working on meeting local representation targets in all areas of diversity.



Ministry of Health Services

MANDATE

The Ministry of Health Services is responsible for British Columbia's health system, with a mandate to guide and enhance the province's health services to ensure British Columbians are supported in their efforts to maintain and improve their health.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Health Services is committed to building a sustainable, patient-centred, publicly funded health system, focused on the diverse needs of British Columbia. The ministry is also dedicated to promoting a health system that reflects and respects the diversity of the communities it serves. Our values support this vision and define our organizational behaviour, as follows:

- Citizen and patient focus which respects the needs and diversity of all British Columbians.
- Equity of access and in the quality of services delivered by government.
- Access for all to quality health services.
- Effectiveness of delivery and treatment leading to appropriate outcomes.
- Efficiency, providing quality, effective, evidence-based services in a cost-effective way.
- Appropriateness, providing the right service at the right time in the right setting.
- Safety in the delivery of health services.
- Sustainability for the health system so it will meet British Columbians' needs now and in the future.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry focuses on the following three goals to ensure equitable health services are provided to all British Columbians: Improved health and wellness; high-quality care; and a sustainable, publicly funded health system. This includes an objective to reduce inequities in health status across the B.C. population, with a particular focus on improving health status for the Aboriginal population.

The Ministry of Health Services works with six health authorities to deliver a full range of health services. The following programs support the delivery of health services in a culturally responsive manner for British Columbia's diverse population.

- The ministry service plan and instructions to health authorities articulate measurable expectations to guide the delivery of services across the health system. This includes addressing the complexity and diversity of all clients who reside within a health region. The health authorities and the ministry work together to ensure appropriate steps are taken to make high-quality health services universally accessible.

- The ministry's Population Health and Wellness Division focuses on improving health and wellness and reducing inequities in health status across the B.C. population. The division is collaborating with its partners to move forward action items in the Tripartite First Nations Health Plan. This includes providing First Nations with improved access to quality, culturally appropriate health services with the guidance of the B.C.'s first Aboriginal health physician advisor and by enabling First Nations to take a leadership role in improving their health status and in providing input into health planning and service delivery. The division also works with health authorities to ensure planning processes address the needs of Aboriginal peoples and services are delivered in a culturally appropriate way.
- The ministry's Nursing Directorate respects diversity in the profession and includes this vision statement: Nursing is a key health profession that mirrors the diverse population in British Columbia and provides leadership in creating positive changes in health policy and delivery systems. The priorities of the Nursing Directorate include expediting registration and effective integration of internationally educated nurses in the workforce and supporting Aboriginal and non-Aboriginal nurses to provide quality care in Aboriginal communities.
- The Health Human Resources Division values diversity in the health workforce. Its key strategies include: Recruitment of foreign-trained doctors and nurses through the **expanded Provincial Nominee Program**; a new fast-track **assessment service for internationally educated nurses** to expedite registration; and initiatives to address issues faced by internationally educated health professionals, such as Skills Connect for Immigrants – Health, bridging education programs, workplace integration initiatives and English for health professionals curriculum.
- The ministry's Health and Human Services Library offers a wide range of books and media on diversity and culturally responsive service delivery.



HIGHLIGHTS OF INITIATIVES

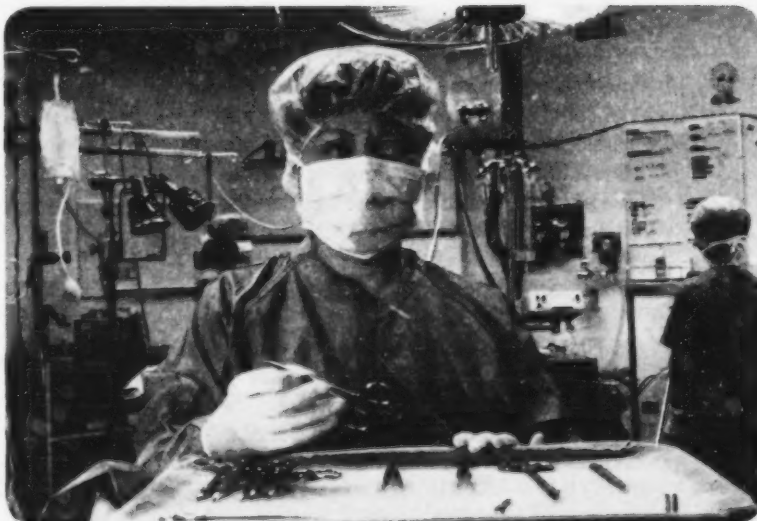
As part of its commitment to quality service, the Ministry of Health Services recognizes the importance of equal access to information, services and programs. The following lists key initiatives to improve multicultural access to health services in British Columbia.

- As part of government's commitment to close the gap in health status between First Nations and other British Columbians, the Ministry of Health Services signed the Tripartite First Nations Health Plan, an enabling document that supports development of local health plans for all B.C. First Nations, which recognizes the fundamental importance of community solutions and approaches. Plan highlights include funding \$6.3 million toward the development of a new health centre in Lytton.
 - The ministry has worked with the University of British Columbia faculty of medicine to expand medical education programs to include training in northern British Columbia and on Vancouver Island. The distributed medical programs have a particular interest in Aboriginal health care and serving rural and remote communities. For example, the Northern Medical Program (NMP) is succeeding in attracting Aboriginal students to medicine, a vital element in ensuring the NMP is relevant to rural and northern communities. In the NMP's first three years, it attracted six aboriginal students, representing eight per cent of the total number of students in the NMP.
 - The ministry has also worked to expand the International Medical Graduate Assessment Program and to triple the number of postgraduate (residency) positions in medical education for international medical graduates.
- 
- B.C.'s nursing strategy provides education and support to increase the number of Aboriginal nursing students and graduates and internationally educated nurses. Initiatives include:
 - the Return to Nursing Fund, which provides grants to qualified under-employed and non-practising Canadian and internationally educated RNs, RPNs, and LPNs already living and working in B.C. The grants permit nurses to complete refresher, qualifying and English courses so they may re-enter the nursing workforce; and
 - the Aboriginal nursing strategy, which is aimed at the recruitment and retention of Aboriginal and non-Aboriginal nurses in Aboriginal communities. This strategy focuses on the recruitment of Aboriginal youth into the nursing profession. It also supports recruitment or retention projects for Aboriginal and non-Aboriginal nurses to practice in Aboriginal communities and the development of health promotion and disease and injury prevention materials for Aboriginal communities. For 2007/08 funded Aboriginal nursing projects, visit: www.health.gov.bc.ca/ndirect/aboriginal.html#funded2007/08.
 - Along with other community partners, the ministry has provided funding for multicultural health fairs, as organized and hosted by the Affiliation of Multicultural Societies and Service Agencies or the Immigrant and Multicultural Services Society of Prince George.

- The Community Health Promotion Fund, announced in April 2005, was created to support health promotion projects and activities in B.C. communities through a focus on healthy living and chronic disease prevention. Several ethnic communities across B.C. have accessed funds to develop programs and services to improve the health and wellness of their citizens.
- BC Healthy Communities (BCHC) seed grants are one-time funding opportunities to support efforts to improve community health and well-being, and promote optimum human development in B.C. communities. BCHC has awarded seed grants to numerous ethnic communities. BCHC regional facilitators have supported representatives from those communities to customize the healthy communities approach to best address their unique needs.
- The Transformative Change Accord: First Nations Health Plan includes 29 action items to close the gaps in health status between First Nations and other B.C. residents.
- The Ministry of Health Services is committed to translating information into widely spoken languages to support British Columbians' efforts to maintain and improve their health, as seen with the BC HealthGuide Program, a self-care program, available 24 hours daily. It provides reliable health information and advice to help citizens make better decisions about their health. The program includes:
 - BC HealthGuide handbook, which gives medically approved information about health concerns, symptoms, home treatment and care options, as well as tips on how to prevent illness and recommendations for when to see a health professional. The free handbook is available in English, French, Chinese and Punjabi. To obtain copies, go to: www.healthlinkbc.ca/healthguide.stm.
 - BC First Nations Health Handbook, which provides information on unique health services for First Nations, as well as advice for health professionals serving First Nations' individuals and communities.
- Online Aboriginal health information at: www.bchealthguide.org/aboriginal.stm.
- Online health information for citizens with diverse heritages at: www.healthlinkbc.ca/kbaltindex.asp, and available in French, Chinese, Punjabi and Farsi languages.
- BC NurseLine, a toll-free health information phone line, which provides advice from a registered nurse. The service is available 24 hours every day, with translation services in over 130 languages plus services for people who are deaf or hearing impaired. Pharmacists are also available to answer calls about medications from 5 p.m. to 9 a.m. daily.
- Translation of BC HealthFiles (public health and safety fact sheets) for select topics into Vietnamese, Farsi, Chinese, French, Spanish and Punjabi. They include: Young Children and Their Eyes, School Age Children and Their Eyes, and Pregnancy and Alcohol Use.
- Patient safety brochures are distributed in English, French, Cantonese and Punjabi.

- Other translated information includes:

- Online information available in Chinese, Punjabi, Vietnamese, Spanish and French to help British Columbians whose first language is not English prepare for an influenza pandemic. Go to: www.health.gov.bc.ca/pandemic/translations.html.
- An expanded Health and Seniors' Information Line, which provides seniors with one-stop access to health and other government services information, and available through translation services in over 130 languages upon request. Call toll-free in British Columbia at: 1 800 465-4911, or in Victoria at: 250 952-1742.
- Information for Seniors: Your Guide to Programs & Benefits in British Columbia, a booklet available in English, French, Chinese and Punjabi.
- B.C.'s Vital Statistics Agency guides in Punjabi, Chinese and Vietnamese, including A Guide to Registering Your Child's Birth, A Guide to the Marriage Licence and Registration Form, and A Guide to Applying for Birth Death and Marriage Certificates.
- Your New Fair PharmaCare Program: Fair Care for Everyone and information on the monthly deductible payment option are available in English, French, Chinese and Punjabi.
- Mental Health and Addictions Services provides translated guidelines and best practices in Punjabi and Chinese.
- QuitNow by Phone (tobacco cessation) is available with translation services in 130 languages.
- Tobacco Cessation Quitline brochures are available in Punjabi, Mandarin, Cantonese, Korean and French.



Ministry of Labour and Citizens' Services

MANDATE

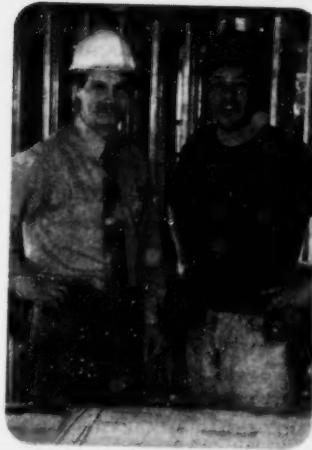
The Ministry of Labour and Citizens' Services comprises two distinct organizations, both with the focus of providing excellent service. Labour provides services to employees, employers, unions, and businesses in British Columbia to support a modern work environment. Citizens' Services has a key role in improving how government services and information are delivered to meet the needs of citizens, businesses and the public sector.

Labour sets the framework within which effective, mutually beneficial, healthy labour and employment relationships can flourish. In this context, Labour is responsible for the effective administration and enforcement of British Columbia's labour and employment statutes, including the Labour Relations Code, the Employment Standards Act and the Workers Compensation Act.

Labour's focus is to foster positive working relationships in safe and healthy workplaces and to support strong and vibrant provincial economic development and employment growth. Labour works with employers, organized labour and other key stakeholders to provide progressive policy directions to advance government priorities, designed to promote harmonious and productive labour relations and labour stability in the province. This productive dialogue between the ministry and its stakeholders in the labour relations community will continue. Labour's core business areas focus on the development, implementation and enforcement of employment standards, workplace safety and labour relations rules.

Labour's Employment Standards Branch facilitates compliance with legislation governing B.C. workplace standards by providing proactive education, timely dispute resolution and effective enforcement through quality service and equitable treatment of employers and employees.

Citizens' Services is mandated to provide leadership in creating a government-wide vision for excellent citizen-centred service delivery. We are responsible for implementing and co-ordinating cross-government service delivery initiatives in support of the achievement of the Province's goals for the people of British Columbia.



Citizens' Services delivers its programs and services through four core business areas: Services to citizens and businesses; services to the public sector; governance (Office of the Chief Information Officer); and executive and support services (Citizens' Services).

Citizens' Services plays a leadership role in enabling the transformation of how services are delivered and information is managed across government to meet the needs of citizens, businesses and the public sector.

Citizens' Services provides front-line services to citizens on behalf of other ministries and also has a unique role in the government as the provider of much of the enabling infrastructure and services that ministries need to perform their own core business functions efficiently and effectively.

Citizens' Services Vision: To be a trusted provider of world-class integrated service and infrastructure solutions for the benefit of all British Columbians.

Citizens' Services Mission: To transform, deliver and promote public services that are cost effective to the needs of citizens and businesses.

Goal of Citizens' Services: To be a trusted organization that exceeds customer expectations, maximizes benefits to clients and taxpayers, enables government transformation and fosters an innovative and customer-focused culture.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Labour and Citizens' Services recognizes the multicultural make-up of today's labour force and supports diversity in the services we provide to clients and in the structure of the ministry's own workforce. As an executive, we made significant achievements in 2007/08 towards ensuring all workers in British Columbia, including newcomers to our province, are informed about their rights and responsibilities in the workplace and how they can receive assistance in several languages. Our multicultural recruitment and training strategies have enabled us to extend our outreach to some of B.C.'s most vulnerable workers.

- A cornerstone of the ministry's strategic intent is to build a strong and capable organization, which welcomes and values diversity in the workplace and ensures individuals are treated with respect and dignity.
- The ministry's human resource plan promotes an effective people strategy that enables it to have a diverse workforce to meet strategic and operational objectives.
- The ministry is committed to a work environment free from discrimination.
- The ministry is committed to ensuring the workplace continues to be accessible and is representative of the general workforce through fair and equitable hiring practices. This includes posting all position openings externally, which increases the ministry's ability to attract and recruit a representative workforce.
- A diverse workforce gives the ministry the opportunity to reflect the communities we serve, as well as encourage new ways of thinking and operating.
- The ministry strives to deliver its programs and services in a manner that treats everyone fairly, equitably and with respect.
- The ministry supports staff activities that promote awareness of diversity and multiculturalism, including training and development activities.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- A key ministry performance measure is the percentage of First Nations with access to broadband facilities. Citizens' Services is working innovatively with First Nations and the federal government to enable broadband access to First Nations. Broadband connectivity will provide access to health, learning, government services and business opportunities that will help bridge the socioeconomic gap and build capacity.
- To enable the government to respond more effectively to the needs of new immigrants and refugees, the ministry is leading a cross-government project to increase access to multilingual services.
- The ministry's commitment to diversity, including multiculturalism, is reflected in our policies that support a respectful workplace for employees, fairness, equal opportunity in hiring and promotional practices, and partnerships with local community stakeholders.
- The ministry ensures policies and legislation are consistent with the principles and objectives of multi-culturalism, and continually strives to modify and improve programs and services in support of B.C.'s multicultural society.
- The ministry considers the intent and spirit of multiculturalism in the development and implementation of all communication activities, including publications, advertising and media relations, and works with the Public Affairs Bureau to communicate with British Columbians, including outreach to diverse communities and ethnic media.
- The ministry has developed a corporate approach to enhancing multilingual access to government information and services through Service BC. A corporate supply arrangement for translation and interpretation has been implemented, translation and interpretation tool kits have been developed and multilingual access training has been provided to over 40 employees.

- A number of program areas in the ministry and its agencies provide direct communication to the public. Several routinely make information available in many languages. By the end of 2008/09, Service BC centres will display welcome signs in multiple languages in offices throughout B.C., as part of the government-wide initiative to increase multilingual signage for government buildings.
- The ministry works with a variety of stakeholders to ensure policy and program development reflects the diversity of the province.
- Job postings for farm labour employment standards officers in the Fraser Valley region were restricted to Punjabi-speaking candidates.
- Officers in the Employment Standards Branch speak and/or write 13 languages other than English.



HIGHLIGHTS OF INITIATIVES

- The Ministry of Labour and Citizens' Services has established the multilingual service delivery committee (MSDC) with a mandate to develop a standardized approach to enhancing multilingual access to information and services. MSDC has excellent cross-ministry representation, engagement and commitment towards a common vision for a multi-lingual, citizen-centred approach to services.
- The translated versions of A Guide to the Employment Standards Act were distributed to the ministry's Employment Standards Branch offices and more than 40 multicultural community services agencies.
- The ministry has facilitated the development of a multi-media resource that highlights contemporary Aboriginal authors for classes in senior English.
- The ministry conceived the idea of developing a documentary video, Cedar and Silicon (www.network.gov.bc.ca/CedarSilicon/), which showcases how First Nations people use information and communications technology to bring transformative change to lives and entire communities.

- Recruitment initiatives used merit-based hiring methods free from systemic bias, which is resulting in the attraction of a diverse workforce that is better able to serve the province's multicultural population.
- Since March 2007, the ministry implemented an awareness initiative in the Asian and South Asian media and has conducted over 20 radio and television spots.
- Employees participated in relevant training offered by the BC Public Services Agency, such as the Asia Pacific Initiative: Engaging China and the Discrimination Prevention Workshop.
- The ministry partnered with the Affiliation of Multicultural Societies and Service Agencies of BC to enable community-based agencies to deliver employment standards information sessions to foreign workers in their locations. A two-day training session was delivered to agency representatives by branch staff and a presentation was provided by the branch to agencies and translated into Korean, Spanish, Chinese, Punjabi and Filipino languages.
- Translated information available in print and on the Internet in Punjabi, Spanish, French, Chinese and Filipino languages includes: A Guide to the Employment Standards Act and fact sheets about annual vacation, complaint resolution, employment standards for foreign workers, termination, first job entry level wage rate, hours of work, overtime rules and minimum wage.
- In addition, specific sectoral information is available as follows:
 - farm labour – Punjabi, Spanish and French;
 - garment workers – Chinese;
 - domestic workers – Spanish and Tagalog;
 - foreign workers – Spanish, French, Tagalog, Chinese and Punjabi.
- Through the ministry's provincewide offices, Service BC distributes the British Columbia Newcomers' Guide to Services and Resources, which was revised in 2008 and is provided in 11 languages. (The guide is produced through the Ministry of Advanced Education and Labour Market Development.)

Ministry of Public Safety and Solicitor General

MANDATE

The Ministry of Public Safety and Solicitor General (PSSG) works to maintain and enhance public safety across the province. The ministry portfolio includes: corrections; coroners service; law enforcement; crime prevention; victim services; emergency management and response; road safety; fire prevention, life safety and property protection; liquor and gaming regulation; combating trafficking in persons; crystal meth; civil forfeiture; liquor distribution; consumer protection; and film classification.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The executive committee, chaired by the deputy solicitor general, is responsible for management of the ministry, including multiculturalism issues. The committee ensures legislation, policies and programs are consistent with the principles and objectives of the Multiculturalism Act.



KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry works to ensure programs are delivered equitably and in a way that reflects multicultural sensitivity. PSSG partners with community organizations as appropriate to deliver services in various languages and in a culturally sensitive manner.

The Corrections Branch recruits widely and exemplifies a culturally diverse employee population. The branch provides multicultural and diversity training, harassment and discrimination prevention and awareness of Aboriginal cultures and issues.

The Policing and Community Safety Branch works closely with First Nations, and other Aboriginal and multicultural communities to provide specialized services and support programs.

HIGHLIGHTS OF INITIATIVES

- PSSG funded many community projects promoting outreach and awareness to multicultural and Aboriginal communities.
- VictimLINK is a toll-free, 24-hour help and information line for victims and survivors of crime, including an after-hours notification service to victims regarding the status of an offender in provincial custody. VictimLINK services are provided in 130 languages and dialects, including 17 North American Aboriginal languages.

- Multilingual service workers provide assistance to victims of crime in multicultural and Aboriginal communities across B.C. Training for workers includes integrating diversity and accessibility issues into service delivery. Public information for victims is available in several languages.
- PSSG supports a partnership project to address the needs of rural and isolated women who are victims of crime, including Aboriginal, immigrant and refugee women. Partners are police, corrections, transition houses and victim service programs.
- PSSG partnered with the Vancouver Foundation, federal Department of Heritage, and Justice Institute of B.C. to develop the final report about the empowerment of immigrant and refugee women who are victims of violence in relationships.
- The ministry's Youth Against Violence Line is a toll-free, multilingual phone line and email service available to youth 24 hours a day, seven days a week. The line helps youth report incidents of crime or seek help from local police or service providers.
- PSSG continues to support First Nations police governance. The First Nations Policing Program addresses policing concerns for First Nations people on reserves by reflecting their social and cultural environment and community needs.
- There are 106 RCMP First Nations Community Policing Service members. They provide a dedicated policing service to 101 First Nations communities in British Columbia, through 44 community tripartite agreements. Additionally, there are two First Nations self-administered policing services, the Stl'atl'imx Tribal Police and Kitasoo Police Services.
- Translator services, English as a second language classes and translation software are provided as necessary for inmates within provincial correctional centres whose first language is not English.
- Multi-faith materials and services honouring a variety of cultures are provided in correctional centres through the Chaplaincy Program.
- Multicultural programs, including rehabilitative core programs in Punjabi and Mandarin, are offered through community corrections.
- The Corrections Branch supports Aboriginal justice liaison programs operating in 30 communities in the province. The branch also funds contracts at each of its correctional centres to deliver programs for the Aboriginal inmate population, such as elder visitation and counselling, advocacy and assistance with parole and release planning, and activities that honour Aboriginal history, traditions and ceremonies.
- In 2008, the Corrections Branch embarked on relationship-building activities between Aboriginal communities and criminal justice representatives by hosting 40 cross-cultural training events to enhance the knowledge and sensitivity of justice system personnel throughout the province.
- The Corrections Branch also implemented the Aboriginal transitional support bed project to establish 80 to 100 culturally based residential placements and facilitate the reintegration of Aboriginal offenders back into the community.



- The Corrections Branch provides access to the Red Cross First Contact Program, which offers multilingual resource information for newly arrived immigrants. New immigration detainees who are held in provincial correctional centres are afforded the opportunity to phone First Contact upon their arrival.
- PSSG contracts with service providers to deliver clinical counselling services to problem gamblers and their families. Services are available in various languages and reflect cultural sensitivities.
- Resources respecting problem and responsible gambling, prevention and awareness, such as brochures and other media, are available to Aboriginal and multicultural communities.
- The Problem Gambling Help Line offers referral services in 12 languages.
- Eligible community organizations can use funds from licensed gaming or gaming grants to provide programs and services that support and promote multiculturalism.
- The Liquor Control and Licensing Branch offers a phone-in translation service that provides three-way immediate translation between a liquor licensee, staff and a translator. Services are available in a high number of languages.
- On July 1, 2007, in partnership with the Ministry of Children and Family Development, PSSG launched the Office to Combat Trafficking in Persons, the first in Canada. Working with law enforcement, immigrant settlement agencies, and municipal and federal governments, the office is responsible for the overall co-ordination of B.C.'s strategy to address and eliminate the trafficking of children and adults in the province.



Ministry of Small Business and Revenue

MANDATE

The Ministry of Small Business and Revenue fosters a competitive environment for small business and investment in all regions of British Columbia, administers the province's tax and royalty legislation, and provides revenue management services to government. The ministry leads regulatory reform for government and supports provincial property assessment and review processes through accountability for BC Assessment.

We are committed to customer service excellence, and provide timely, high-quality service to British Columbians. To achieve our mandate, we depend on the contributions and support of a wide range of partners, including other ministries and agencies, the business community, industry, other levels of government and a private sector service provider.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Executive is committed to providing service to the public in as many languages as possible, in addition to English, and has fostered rich cultural diversity in the make-up of the ministry's workforce to achieve this commitment.
- The 2007/08 ministry workforce profile showed representation of:
 - persons self-identified as visible minorities at 23.2 per cent;
 - Aboriginal peoples at 2 per cent; and
 - persons with disabilities at 3.8 per cent.

This compares with the overall provincial workforce of 20.4, 2.4 and 4.4 per cent, respectively.

- The ministry is also committed to ensuring its employees have access to information related to multiculturalism, employment equity, human rights and diversity. The ministry developed and designed a new orientation program that includes information on multiculturalism and diversity. Most branches also include a range of information about cultural diversity within their employee orientation packages.
- The employee intranet includes links to the B.C. Government's online employee orientation manual, which includes information on employment equity, human rights and a link to the merit commissioner's website through the BC Public Service Agency's website.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Training and Education

- All ministry employees have access to discrimination and harassment prevention training, which is provided through the BC Public Service Agency.
- New ministry employee orientation sessions and materials include cultural sensitivity and diversity information.
- Wellness lunch and learn sessions reflect the varied interests and issues of the ministry's workforce and are targeted to people of all ages and cultural backgrounds.
- The ministry's Wellness Program addresses spirituality and social elements as part of a holistic, multi-faceted wellness lens, which is inclusive of all wellness-centred cultural beliefs.
- Flexible work options are supported that respect employees' needs while meeting business requirements.
- The Import/Export Guide was translated into eight languages, including Simplified Chinese, Traditional Chinese, French, Japanese, Korean, Punjabi, Tagalog and Vietnamese.
- The Property Assessment Complaint Process: A Step by Step Guide is available online in Chinese, Japanese, Korean and Punjabi.
- Through the Partnership Program, the ministry helped fund S.U.C.C.E.S.S. Business Links Mentorship Program, which matches new immigrants who have specific gaps in business knowledge with experienced, subject-matter-expert volunteers. The mentors work with mentees to achieve predetermined goals. The objective is to give immigrants a jumpstart to becoming effective in the small business community. A popular addition to S.U.C.C.E.S.S. programs, to date, approximately 80 per cent of mentees have implemented projects that they and mentors completed together. S.U.C.C.E.S.S. is a non-profit organization with an established reputation for programs and services that assist with the positive integration of newcomers to Canadian society.

Community Outreach

- The ministry's customer relationship management strategy acknowledges the wide cultural diversity of the province. The ministry is able to offer services to clients in 39 languages spoken and written by over 100 employees in Victoria, Vancouver and Surrey offices. Many employees are fluent in three languages.
- The ministry's fifth edition of The Taxpayer Fairness and Service Code is based on the principle of providing fair and equitable service that meets the needs of all clients. It is communicated widely to employees and clients, and available in nine languages, including Simplified Chinese, Traditional Chinese, French, Japanese, Korean, Punjabi, Tagalog and Vietnamese. Along with English, these translations represent the most common languages spoken in B.C. workplaces.
- Starting a Small Business Guide was updated in 2008 and translated into eight languages, including
- Lists of ministry employees who are available to provide services in languages other than English are posted on the applicable branch sections of the ministry's employee intranet site. The lists are used regularly by employees in branches who serve the public, such as auditors and collection officers.
- Language services are available to customers in many communities outside of major cities. Employees who speak or write an additional language and work in Surrey, Vancouver and Victoria can communicate with our customers by telephone or email.
- Some branches with employees who are fluent in languages other than English have established a co-operative relationship with MOSAIC, a multilingual non-profit organization that provides volunteer translation services to ministry customers on request.

- To support diversity recruitment efforts and increase the representation of people self-identified as visible minority within our workforce, the ministry is building relationships with community and not-for-profit organizations to source qualified recent immigrants to Canada to fill vacant positions.

HIGHLIGHTS OF INITIATIVES

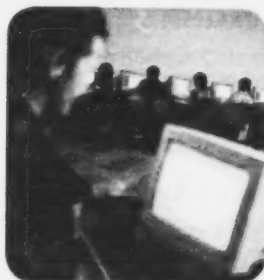
- The Ministry of Small Business and Revenue remains committed to following government hiring practices based on the principles of fairness and merit. It also provides diversity awareness training for those employees who will be involved in the hiring recruitment and selection process.
- A large number of ministry new hires, particularly those working in Vancouver and Surrey offices, continue to be people who have self-identified as a visible minority.
- The ministry has developed and delivered several orientation sessions, which include education on diversity and multiculturalism to enhance the corporate orientation program and individual branch efforts. This is ongoing.
- The ministry has incorporated diversity and multiculturalism into its human resource programs, training and employee communications, and will continue this practice.
- The number of languages spoken by employees is indicative of the cultural diversity of the ministry's workforce.
- The ministry participated in the first intake of the new Aboriginal Youth Internship Program in 2007/08, and employed an intern in the Small Business and Regulatory Reform Branch for a successful 12-month assignment. The intern was mentored and coached by an employee of the Strategic Human Resources Branch (SHRB) to assist with cultural assimilation and success in his role. The SHRB employee shared newsletters from research networks with the BC Public Service Agency program contact. These, in turn, were forwarded to other intern groups for learning, development and funding opportunities; academic research information; and news about events pertinent to Aboriginal and northern populations. Research networks included Network Environments for Aboriginal Research BC, BC Environmental and Occupational Health Research Network and BC Rural & Remote Health Research Network.
- To reflect the multiculturalism of B.C. communities, the ministry supported the development and translation of several publications into eight languages in addition to English, including: The Taxpayer Fairness and Service Code, Starting a Small Business Guide, Import/Export Guide and the Property Assessment Complaint Process: A Step by Step Guide. The ministry will continue to provide this information and other relevant publications in eight languages, such as: Simplified Chinese, Traditional Chinese, French, Japanese, Korean, Punjabi, Tagalog and Vietnamese.



Ministry of Technology, Trade and Economic Development

MANDATE

The Ministry of Technology, Trade and Economic Development (TTED) is dedicated to help build a strong provincial economy that supports job creation and maximizes economic opportunities for British Columbia. The ministry's activities include marketing and promoting B.C. to expand trade and investment opportunities, increase diversification and fuel sustained economic growth throughout the province.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

A key priority of TTED in 2007/08 was to develop and coordinate the implementation of the Asia-Pacific Initiative (API). The API drives provincial activities pertaining to the Asia-Pacific region and expands trade, investment and cultural opportunities and relationships with Asian economies.

Enhanced business ties support stronger social and cultural connections between B.C. and Asia. Outbound missions led by the Premier, ministers and senior officials promote British Columbia as a welcoming environment for trade, investment, knowledge collaboration and cultural exchange — a place of diversity where east meets west, and Asia's gateway to Canada and North America.

B.C.'s diverse business community have contributed to the development of the Asia-Pacific Initiative and continues to be a key partner in the development and implementation of projects and programs that underpin the initiative.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The services of both Canadian citizens and foreign nationals were secured in 2007/08 to represent the Province's trade and investment interests in Asia. B.C.'s international functions benefit greatly from the skills, experience and perspectives of a diverse workforce with a range of different backgrounds.

TTED specifically focused on attracting staff with non-North American experience and cultural perspectives, particularly those having Asia-Pacific experiences. Two staff members were recruited in 2008 from Asia and Colombia, as well as a co-op student from Russia and a co-op student from Singapore.

HIGHLIGHTS OF INITIATIVES

British Columbia will continue to grow its economic, political and social linkages with Asia, supported by the Ministry of Technology, Trade and Economic Development (TTED) initiatives. These include a network of trade and investment offices in Asia, an active program of inbound and outbound missions and an array of initiatives designed to strengthen relationships between B.C. and Asia for long-term mutual benefit.

Ministry of Tourism, Sport and the Arts ActNow BC

MANDATE

The mission of the Ministry of Tourism, Sport and the Arts (MTSA) is to build strong partnerships that will foster sustainable tourism, sport and arts sectors and creative, vibrant communities where people want to live, visit and invest.

ActNow BC is a cross-government, multi-sectoral health promotion and chronic disease prevention initiative. The goal of ActNow BC is to make British Columbia the healthiest jurisdiction to ever host an Olympic and Paralympic Games. ActNow BC supports the Province's goal of having British Columbia lead North America in healthy living and physical fitness. ActNow BC works with ministries, service partner organizations and communities to motivate British Columbians toward healthier lifestyles to improve their health and quality of life.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

MTSA recognizes the wide-ranging social and economic benefits associated with multiculturalism. By supporting multiculturalism, the ministry helps build bridges among diverse communities and institutions.

- The province's unique multicultural heritage provides an opportunity to preserve and showcase the influences that continue to shape British Columbia.
- Artists working from a base of different traditions and media continue to positively influence the development of the arts in British Columbia, attracting new visitors and residents.
- MTSA also strives to improve B.C.'s status as a destination of choice and the gateway to the Pacific by facilitating new tourism investment partnerships, including opportunities for Aboriginal tourism growth.
- MTSA promotes inclusivity as a fundamental principle and objective for our sport and physical activity system.
- ActNow BC works with ministries, service partner organizations and communities to motivate British Columbians of all abilities toward healthier lifestyles to improve their health and quality of life.
- The MTSA corporate human resource plan shows that the ministry workforce reflects the demographic groups served, including under-represented groups to expand the workforce.
- ActNow BC's human resource practices include recruitment and selection processes, such as open postings, to provide potential job opportunities for candidates from diverse and multicultural populations.

**KEY PROCESSES, POLICIES AND STRUCTURES IN
SUPPORT OF MULTICULTURALISM**

- MTSA's Archaeology Branch maintains an open and responsive relationship with First Nations, partly through the free exchange of online archaeological site information between the ministry and First Nations.
- MTSA works with First Nations to meet the Province's commitment to the New Relationship, and to fulfill government's legal obligations for consultation and accommodation regarding decisions about tourism, recreation use and development on Crown land.
- MTSA's Heritage Branch works to build partnerships with local governments and First Nations to ensure that the cultural diversity expressed through the unique historic places in each community is recognized and valued.
- A core value of the British Columbia Arts Council — the value of inclusiveness and the fullest possible reflection of the province's Aboriginal and cultural diversity — underlies its outreach activities for engaging diverse communities.
- British Columbia's policy on sport and physical activity promotes inclusivity as a fundamental principle and objective for our sport and physical activity system. The policy states that B.C.'s sport system: "provides opportunities for every British Columbian — regardless of age, gender, ethnic background, socio-economic status, ability and geographic location — to participate and achieve."
- ActNow BC's initiatives are designed to increase the health of all British Columbians. Programs and initiatives led by various ministries target specific populations, including Aboriginal peoples, the elderly, youth, recent immigrants and vulnerable populations, such as people with low incomes.



HIGHLIGHTS OF INITIATIVES

- MTSA is supporting sustainable participation of First Nations in tourism through its tourism action plan, including:
 - building on the ministry's successful collaboration with the Aboriginal Tourism Association of British Columbia and its partners;
 - implementing a comprehensive Aboriginal cultural tourism blueprint strategy; and
 - actively facilitating the exploration of new tourism joint venture business opportunities with interested First Nations bands and the development and investment community.
- MTSA worked with other ministries on the Asia Pacific strategy, which will see greater opportunities and partnerships related to Asian Pacific tourism and culture.
- MTSA worked with the federal government towards securing approved destination status with China.
- Through the Heritage Branch, First Nations are eligible applicants for cost-shared project funding under the Community Heritage Planning Program.
- MTSA entered into a memorandum of understanding with the Squamish Nation and the Native Education Centre to work together to bring tourism training to Aboriginal peoples and First Nations within British Columbia. This training will contribute to a successful Aboriginal tourism sector, facilitate the preservation of cultural knowledge and fill labour market demand.
- MTSA is a participant in the Nanwakolas clearinghouse pilot project, which established a First Nations referral and consultation co-ordination office operating parallel with government employees conducting similar work.
- MTSA is a partner with Tourism BC and heritage sector representatives in the Experiences BC Project, which will develop a provincial heritage marketing plan for showcasing British Columbia's diverse history and culture.
- Heritage Branch staff contributed to efforts by the federal government to identify potential nominations to the Historic Sites and Monuments Board of Canada to commemorate people, places and events of national historic significance associated with Aboriginal and ethno-cultural communities.
- The BC Arts Council is working in partnership with the First People's Heritage, Language and Cultural Council to deliver the Aboriginal Arts Development Awards Program.
- The BC Arts Council is working in partnership with the BC Touring Council to deliver Diverse Collaborations, a program of support to assist the presentation of professional B.C. touring artists working in diverse cultural traditions. It is a sub-program of the Community Presenters' Assistance Program.
- The BC 150 Years Secretariat worked with the Ministry of Attorney General and the Multicultural Advisory Council in support of multiculturalism-related events that value and celebrate cultural diversity throughout the 150th anniversary of the founding of the Crown colony of British Columbia.
- The BC 150 Years Secretariat worked with the Cowichan 2008 North American Indigenous Games organizing committee to create a special totem pole tour to promote awareness and celebrate British Columbia's rich First Nations culture, history and traditions that live on today, and to foster greater understanding between Aboriginal and non-Aboriginal peoples.



- The BC 150 Years Secretariat worked with the People Together Foundation to stage the Walk for Reconciliation.
- Assisted the organizers of the Canadian Ismaili Games — hosted an event planning session with organizers and the BC Games Society, connected the organizers with provincial sport organizations to assist with officials and explored provincial funding opportunities. Note: Many provincial programs supporting sport are gaming related. The Ismaili community faces a unique funding barrier because the community cannot access gaming funds due to their beliefs.
- Provided funding support for the Cowichan 2008 North American Indigenous Games.
- Supported various initiatives for Aboriginal peoples, such as Aboriginal Youth First, Aboriginal Excellence, BC Hall of Fame Aboriginal Gallery and a KidSport pilot project.
- Provided project funding to the 2010 Legacies Now Society to undertake research on sport inclusivity and the societal benefits of sports participation, such as social inclusion, civic engagement and the prevention and reduction of crime.
- Helped initiate connections between Promotion Plus, an organization that promotes sport participation for girls and women, and representatives from various multicultural communities. Program opportunities and partnerships are being explored.
- Participated in a University of British Columbia review and study related to identifying barriers to women of Chinese descent becoming involved in sport and recreation. The ministry will receive the final report and recommendations from this review.
- The Sport and Recreation Branch contracts Sport BC to investigate complaints of harassment and abuse, some of which may be related to accessibility, and policies and processes related to ethnic diversity.
- Examples of ActNow BC initiatives led by ministries and service partners:
 - Funding of \$6 million was provided for the development of key partnerships to build an ActNow BC program for Aboriginal communities throughout the province.
 - ActNow BC published the B.C. Seniors Nutrition Guide in Chinese and Punjabi.
 - ActNow BC's social marketing campaign for healthy eating and physical activity includes strategies for reaching B.C.'s diverse populations.



Ministry of Transportation

MANDATE

Our transportation network of highways, bridges, regional airports, ferries, buses and rail transit are vital assets for all British Columbians. They help people reach their destinations and assist in moving goods to market, serving private citizens, industry and business throughout our province.

In building and maintaining our highway system and by co-ordinating our provincial transportation network, the Ministry of Transportation and its partners promote economic development. The ministry is committed to ensuring sound environmental practices and building positive relations with all citizens of B.C. communities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

During the fiscal year 2007/08, the Ministry of Transportation continued to provide services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

The ministry continues to recognize the cultural diversity of our province and supports and promotes cross-cultural understanding. We remain committed to effective communication strategies that foster understanding and co-operation with our customers and staff, and are inclusive of all cultures in our society.



KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry ensures all legislation and policies are produced in a manner consistent with the principles and objectives of multiculturalism. We review policies and their impact on British Columbians of every ethnicity, ancestry, cultural heritage, religion and place of origin.

The ministry's service plan includes value statements that respect the diversity of staff, partners, customers and the public.

HIGHLIGHTS OF INITIATIVES

The Ministry of Transportation considers the intent and spirit of multiculturalism in the development and implementation of all communication activities, including publications, advertising and media relations.

Our objectives are to foster the understanding and respect of race, cultural heritage, religion, ethnicity, ancestry and place of origin, to support the individual needs of our diverse workforce and customers. We continue to invite community input and participation on ministry business and projects.

The ministry continues to consult with the public, at both the provincial and community level, through appropriate notices in local news media.

Public documents are available in several languages.

Office of the Premier Climate Action Secretariat

MANDATE

The BC Climate Action Secretariat is the central government agency responsible and accountable for meeting the Province's greenhouse gas reduction targets by co-ordinating climate action activities across government and with stakeholders. The secretariat has a mandate to ensure an innovative, co-ordinated and effective approach to climate action in British Columbia.

The BC Climate Action Secretariat:

- Co-ordinates and supports climate action initiatives across government to ensure that B.C.'s legislated greenhouse gas emissions target (33 per cent by 2020) is reached.
- Facilitates best practices research and policy on climate action across government ministries.
- Advises and supports the Cabinet Committee on Climate Action.
- Establishes engagement processes with First Nations, municipalities, other governments, industries, environmental organizations and the scientific community to facilitate input to the planning process.
- Assesses incentives and other fiscal and financial mechanisms to lead and drive the change envisioned.
- Leads and co-ordinates the carbon neutral public sector initiative.
- Co-ordinates the development of a public outreach and strategic engagement program to mobilize citizens and partners.
- Established and supports the Climate Action Team and its deliverables.
- Established and supports the citizens' conservation councils.
- Develops and facilitates the implementation of a regional cap and trade system and standardized offsets program.
- Develops necessary adaptation strategies and procedures for the province.
- Leads and supports the development of all required climate action related legislation and regulations.
- Works with international, national, and regional partners to forward climate action goals.
- Established the Pacific Carbon Trust, a provincial Crown corporation set up to acquire credible greenhouse gas offsets on government's behalf and meet government's target of a carbon-neutral public sector by 2010.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

The secretariat is committed to creating a work environment that reflects and values the multicultural nature of B.C. The secretariat's policies, programs and communication strategies are designed to ensure equal access and participation for all citizens across the province. The purpose and policy objectives of British Columbia's Multiculturalism Act are considered during the development of legislation, regulations and intergovernmental activities.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The secretariat's employment policies support a work environment where staff and visitors are treated equally and with respect. All hiring is performed with the goal of representing a full range of diversity, talent and experience in the workplace. The secretariat ensures staff have access to information related to multiculturalism, employment equity and diversity, and supports activities and training opportunities that promote awareness of these issues.

HIGHLIGHTS OF INITIATIVES

- The BC Climate Action Secretariat is committed to engaging all British Columbians — across cultures — in responsible and cooperative climate action, and operates its workplace in the spirit of multiculturalism. This vision is highlighted in various secretariat activities:
 - The secretariat welcomed a youth Aboriginal intern in September 2008, who works on a variety of projects, including youth outreach.
 - In 2008, Premier Gordon Campbell and the secretariat hosted a summit of leaders from B.C.'s faith communities to discuss opportunities for collaboration on climate action.
 - Engagement processes have been established with all stakeholders, including First Nations, other governments, industries, environmental organizations and the scientific community, to facilitate a spectrum of input to the secretariats' policies and planning processes.
 - The secretariat and the Cabinet Committee on Climate Action have collaborated with multiple and varied groups to ensure communication and involvement across cultures, including the B.C. Association of Aboriginal Friendship Centres, Victoria Immigrant and Refugee Society, Council of the Haida Nation, First Nations Forestry Council, First Nations Summit, First Nations Leadership Council and Pacific Interfaith Citizenship Association.



MANDATE

Intergovernmental Relations Secretariat (IGRS) advances British Columbia's national and international priorities through intergovernmental expertise, advice and actions as it shapes Canada's Pacific Century.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Executive commitment to inclusiveness, teamwork and open communication policies set a positive climate for a respectful and healthy work environment in 2007/08.

Evidence of executive commitment to the goals and principles of multiculturalism is found in the results of the work environment survey and the engagement score for respectful environment. This year's results of 91 per cent clearly attest to executive's success in implementing inclusive and respectful management practices and commitment to actively maintaining a healthy workplace. Staff consistently reported the IGRS workplace values diversity and is free from discrimination and harassment.



KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

IGRS competitions are predominantly open competitions, with equal access by the general public. Most positions suit candidates with knowledge of diversity and equity issues, as well as an appreciation for cultural and international expectations and differences and sensitivities.

In our working culture, we value fluency in languages by staff, as well as an understanding of and experience with various cultures of the world. We are highly supportive of a respectful work environment that values cultural sensitivity. Our responsibilities for the formal protocol functions of government require staff to be aware of, and culturally sensitive to, receiving and hosting visitors and dignitaries from various countries around the world.

HIGHLIGHTS OF INITIATIVES

IGRS developed and facilitated a corporate intercultural training program to enhance sensitivity when dealing with international visitors and events hosted by the Office of the Premier. The program was offered on several occasions to those interested from various government ministries.

In 2007/08, the Francophone Affairs Programs contributed \$10,000 to the 2008 Multicultural Health Fair, an initiative of the ministries of Health and Attorney General (Multiculturalism and Immigration Branch). The fair promotes healthy living and access to health information in French and other languages for residents and newcomers.

In 2007/08, the Ministry of Labour and Citizens' Services worked on a corporate approach to enhancing multilingual (including French) access to government information and services, called the multilingual service delivery initiative. Its gradual implementation is scheduled to begin in fall of 2008. The Francophone Affairs Program contributed \$10,000 towards the initiative and participated in biweekly meetings to discuss progress, priorities and key activities.

IGRS supports the delivery of in-house conversational French lessons for interested staff at the beginner and advanced level.

Government Corporations

British Columbia Assessment Authority

BC Housing Management Commission

BC Hydro

British Columbia Innovation Council

British Columbia Investment Management Corporation

British Columbia Lottery Corporation

British Columbia Pension Corporation

BC Public Service Agency

British Columbia Railway Company

BC Transit

BC Transmission Corporation

British Columbia Utilities Commission

Columbia Power Corporation

Community Living BC

Homeowner Protection Office

Insurance Corporation of British Columbia

Liquor Distribution Branch

Oil and Gas Commission

Provincial Capital Commission

Royal BC Museum Corporation

Tourism British Columbia

MANDATE

British Columbia Assessment Authority (BC Assessment) is a provincial Crown corporation created in 1974 under the Assessment Authority Act and governed by a board of directors. Its mandate is to establish and maintain an independent, uniform and efficient real property assessment system throughout British Columbia in accordance with the Assessment Act. Under the act, BC Assessment is required to produce annual property assessment rolls at market value and issue annual notices to more than 1.8 million property owners. BC Assessment's 2008 to 2010 service plan outlines its key corporate goals, strategies and performance measures.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Assessment's executive committee supports multiculturalism initiatives and employment diversity at the operational level and the corporate responsibility is within the Office of the Chief Executive Officer. Communications is responsible for the distribution of public information, including publications, ethnic media relations and website. BC Assessment's human resources department is attentive to hiring practices that encourage diversity in the workplace.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BC Assessment supports the delivery of 1.8 million assessment notices to property owners in January of each year, which includes information about the assessment process. As part of this annual property assessment communications campaign, the assessment notice insert (brochure) is translated into 13 languages in addition to English, and made available on the website. BC Assessment staff also strive to assist property owners in the language of their choice for inquiries during this busy time of the year, with some staff conducting interviews with ethnic media.

HIGHLIGHTS OF INITIATIVES

- BC Assessment's commitment to multiculturalism and employment diversity is promoted on an ongoing basis to staff and to the public annually as part of the annual property assessment communications campaign. Ongoing human resources recruitment reflects this commitment as well, such as ads depicting the age, culture, gender and diversity of BC Assessment staff.
- In 2007/08, BC Assessment provided assessment rolls and services on a contract basis to 55 of 80 First Nations in British Columbia that have authority to establish independent real property taxation systems. A formal customer survey of this client group is done every second year to gauge customer service satisfaction levels.
- BC Assessment has an internal language skills bank, which is a volunteer program located on the staff intranet site to facilitate updates and all-staff access. The purpose of the program is to connect employees who have multi-language skills to respond to help customers with oral or written questions in a wide variety of languages.
- BC Assessment staff are available, upon request, to make presentations to ethnic media, local government and community organizations to promote and publicize access to BC Assessment's programs, services, employment and business opportunities. BC's ethnic media are included on news release distribution lists and notified of the annual information campaign.
- Each calendar year, BC Assessment purchases a supply of multifaith action society calendars for distribution to area offices to promote the various spiritual beliefs and cultures of the people and communities served.
- BC Assessment regularly hosts visiting delegations from other nations, such as Ireland, to share information.

BC Housing Management Commission

MANDATE

The mandate of the British Columbia Housing Management Commission (BC Housing) is to fulfill the government's commitment to the development, management and administration of subsidized housing for those in greatest need. As an agency of the provincial government, BC Housing is committed to providing services in a manner that recognizes and respects diversity.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Housing's service plan identifies our commitment to maintain a professional and committed workforce that reflects and responds to the diversity of the communities where we live and work.



KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

In support of multiculturalism, BC Housing has the following policies and structures in place:

- **Multiculturalism Policy** – This policy ensures that BC Housing conducts all aspects of the delivery of services and programs within the purposes and policies of the Multiculturalism Act.
- **Respect for Diversity Policy** – Respect for diversity is a key priority to maintaining a workforce that reflects and responds to the diversity of the communities in which we live and work. BC Housing's board of commissioners adopted a respect for diversity policy to reinforce the importance of the legislated requirements related to human rights, multiculturalism and employment equity.
- **Recruitment and Staff Training Policy** – This policy ensures BC Housing has enough people with the right skills to meet its short-term and long-term business objectives. This policy is central to maintaining a high-performing organization that is responsive to and reflective of the diversity of our society. BC Housing's recruitment strategies include advertising that invites all qualified individuals to apply in accordance with the principle of merit.

HIGHLIGHTS OF INITIATIVES

- In partnership with ACCESS (an Aboriginal Métis Nation development centre), BC Housing instituted a program to provide essential skills training to Aboriginal peoples. Of the original 15 participants, 10 were offered short-term positions. BC Housing anticipates at least half of these participants will be offered regular full-time positions.
- Of the new employees hired in 2007/08, 39 per cent identify themselves as a visible minority and an additional 5.1 per cent identified themselves as Aboriginal.
- The new employer brand includes the telling of stories about real people and their experiences at BC Housing. The campaign is carefully balanced, reflects the diversity of our staff complement and visually communicates that all people are welcome.
- The social club is financed to host a feast in celebration of B.C.'s Multiculturalism Week. Each year, a different culture is showcased with food, dance and presentations. The most recent was a celebration of Fijian culture.
- BC Housing's New Employee Handbook incorporates a section on multiculturalism.
- BC Housing purchases copies of the multiculturalism calendar and distributes them to employees.
- Tenant activity grants are provided to BC Housing tenants to support celebrations, such as Chinese New Year.



BC Hydro

MANDATE

As directed by the Hydro and Power Authority Act, BC Hydro's mandate is to generate, manufacture, distribute and sell power, upgrade its power sites, and to purchase power from, or sell power to, a firm or person under the terms of the Hydro Power Authority Act.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

To strengthen its inclusive workplace, BC Hydro is committed to focusing on programs and initiatives that create a positive and diverse workplace. BC Hydro defines diversity as understanding, recognizing and valuing the differences that make each person unique.

The board and executive team approved a people strategy, which includes developing a diverse workforce representative of its customers and communities. The strategy sets a long-term goal to increase BC Hydro's representation of women, people who have self-identified as visible minorities, Aboriginal peoples and people with disabilities to a level representative of the province's labour force.



KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BC Hydro has created a diversity manager position within corporate human resources. This role is responsible for the development, planning and reporting of BC Hydro's overall diversity strategy. A diversity committee comprising human resource business partners, recruiters and other stakeholders throughout BC Hydro has been initiated to support the implementation of the strategy. Recruitment outreach has broadened to increase BC Hydro's support for, and access to, diverse talent pools across B.C. Our employee and workplace policy articulates BC Hydro's commitment to a work environment that values diversity and is free of discrimination and harassment. All employees receive respectful workplace training and Aboriginal awareness workshops are offered throughout the year.

HIGHLIGHTS OF INITIATIVES

- In 2007, BC Hydro received The Canadian Immigrant magazine's Top Employer for Diversity Award in the government/not-for-profit sector.
- On an ongoing annual basis, BC Hydro provides corporate support for the Hydro Employee's Multicultural Society (HEMS). This affinity group celebrates and promotes multiculturalism through employee events during B.C. Multiculturalism Week, National Aboriginal Day and other cultural and religious holidays.
- In 2008, the HEMS committee awarded a scholarship to an individual who has demonstrated support for multiculturalism in their community and worked to build a more inclusive society.
- On annual basis, the HEMS committee provides support for the Affiliation of Multicultural Societies and Services Agencies of BC (AMSSA) through the sale of their multicultural calendars to BC Hydro employees.

- In 2008, BC Hydro sponsored and presented at a number of multicultural events, including: the Cowichan 2008 North American Indigenous Games, the First Nations Technology Committee, the Fraser Valley Cultural Diversity Awards and the DiverseCity Gala Awards.
- In 2008, BC Hydro participated in a utility boot camp, which is an initiative in partnership with Terasen Gas, BC Transmission Corporation and Spectra Energy for Aboriginal participants to gain exposure to the electricity industry.
- In 2008, BC Hydro was represented on advisory panels for the BC Human Resource Management Association's Immigrant Talent Integration Project (sponsored by the Ministry of Economic Development), the Vancouver Foundation's Summit for Immigrant Employment Issues and the Skilled Immigrant InfoCentre at the Vancouver Public Library.
- In 2008, BC Hydro joined the Canadian Council for Aboriginal Business and its Progressive Aboriginal Relations Program.
- In 2007, BC Hydro partnered with the Minerva Foundation to develop and pilot Combining Our Strengths, an Aboriginal awareness training program for leaders and key staff.
- On an annual basis, 10 per cent (or \$160,000) of BC Hydro's total budget for corporate donations and sponsorships is allocated to initiatives that support the development of mutually beneficial relationships between BC Hydro and Aboriginal communities. In 2008, such initiatives include:
 - Nine Aboriginal scholarships.
 - Six Aboriginal youth participated in a youth hire program, which provided direct work experience opportunities and educational support to assist participants in graduating from high school or completing Physics 12.
 - Sponsorship of the 2008 North East Native Advancing Society's Go Karts 4 Girls.
 - Sponsorship of the BC Aboriginal Tourism Awards and presentation of a conservation award.
 - Sponsorship of Actual Science Camp at Halfway River First Nation.



British Columbia Innovation Council

MANDATE

British Columbia Innovation Council (BCIC) is the Province's lead organization charged with advancing innovation and commercialization in British Columbia.

BCIC develops programs and initiatives that bring together industry, government and the education system. Our goal is to foster the development of individuals and their talents so they gain expertise, skills and permanent jobs in British Columbia's knowledge economy.

BCIC programs and initiatives are based in a well-funded, solid research environment with a strong transfer of innovative ideas to commercial success throughout B.C.

BCIC seeks sectoral excellence in creative, science- and technology-based solutions to 21st century opportunities and challenges.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

On every level, BCIC seeks to maintain a diverse, professional workplace, where every person is respected and the value each individual brings is recognized and appreciated. BCIC's programs are designed for universal access, including the participation of foreign students interested in studying in B.C., which, to our knowledge, is unprecedented in Canada.



KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

No new policies and structures in support of multiculturalism were implemented in 2007/08, as existing BCIC policies and procedures meet or exceed established guidelines. We always look for ways to improve and will continue to do so in the coming years.

HIGHLIGHTS OF INITIATIVES

BCIC endeavours to encourage talent regardless of background, ethnicity or culture. BCIC works in the K-12 education system to engage young people in science and technology and work with schools across the province to encourage innovation, which is a driving force of the B.C. economy.

We encourage innovation and its eventual translation to commercial success through a number of programs, both inside the education system and across the province in a non-academic setting.

At each step, BCIC encourages participation from every area of British Columbia and from individuals and groups from every background.

We work with countless partners in government, at all levels, as well as private and not-for-profit organizations, to help us deliver strong support to talented people — those with innovative ideas and young companies that support the growth of the knowledge economy in British Columbia.

British Columbia Investment Management Corporation

MANDATE

British Columbia Investment Management Corporation (bcIMC) is a trust company established under the BC Public Sector Pension Plans Act with a mandate to provide investment management services to the B.C. public sector pension plans, provincial government, public sector entities and other publicly administered trust funds of the province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

As a result of the global nature of our business, bcIMC is more representative of the global community. The adopted and approved business plan and business model requires bcIMC to align our skills base and operations with the globalization of our investments. Specific attention is given to building the research capacity and skills necessary to support the global investment process and active management strategies.



KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

In support of our commitment to multiculturalism, bcIMC established an employee-run Chinese culture group. Its mandate is to educate all staff about China and to celebrate Chinese cultural events. Regularly scheduled on-site informational sessions are provided to staff on a variety of relevant topics.

Other programs in support of this commitment include academic partnerships with B.C. - based universities that have a large percentage of international students. Co-op students and corporate apprentices are selected with consideration given to bcIMC's global business objectives.

Corporation business cards are printed in English and, upon request, in the language of the region in which they will be doing business and/or the native language of the employee.

HIGHLIGHTS OF INITIATIVES

During the past year, British Columbia Investment Management Corporation (bcIMC) hosted an on-site Chinese delegation. For a period of several months, two representatives from China's treasury department were welcomed and provided with access and information from all relevant business areas of the corporation. In exchange, these guests provided our staff with an overview of the newly established China sovereign fund.

As part of our Corporate Internships Program, our MBA students run an annual corporate challenge to promote cross-country index market competition and increase global market awareness.

BC Investment Management Corporation employs the Provincial Nominee Program in the obtainment of landed immigrant status, where applicable and appropriate.

British Columbia Lottery Corporation

MANDATE

Pursuant to amendments to the Criminal Code of Canada in 1969 and enabling legislation, BCLC was incorporated on Oct. 25, 1984, and is continued under the Gaming Control Act (2002) of British Columbia. BCLC, on behalf of the Government of British Columbia, has responsibilities to:

- Conduct, manage and operate lottery gaming, including the marketing of nationwide and regional lottery games in association with other provinces in Canada.
- Conduct, manage and operate casino gaming.
- Conduct, manage and operate commercial bingo gaming.
- Conduct, manage and operate eGaming.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The executive management team, comprised of the president and CEO and seven vice presidents, maintains a commitment to employment equity, which fosters an appreciation for diversity in our workplace. The principles of cultural awareness are stressed and promoted in our environment in everything we do, including, but not limited to, advertising, publications, hiring practices, training and development. We promote a fair, open, respectful and progressive workplace.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Fundamental understanding that our market and customers, including service providers and retailers, are multicultural and diverse.
- Comprehensive corporate policy addressing harassment, demonstrating a commitment to ensuring a positive work environment for all employees regardless of race, ancestry or place of origin. This is incorporated into our ethical standards of business conduct, which is reviewed and signed off by all employees each year.
- A key corporate value is respect. Our workplace fosters openness, mutual respect and individual development.

HIGHLIGHTS OF INITIATIVES

The British Columbia Lottery Corporation led the following initiatives in 2007/08 in support of multiculturalism and diversity:

- Employed staff who speak additional languages to meet the needs of our many business partners and players.
- Provided casino marketing materials and advertising activities in the Chinese language.
- Provided lottery retailer certification tests in these languages: English, Korean, Chinese, Punjabi, French and Spanish.
- Provided Play with Confidence advertising in Punjabi, Cantonese and Mandarin languages.
- Employed a recruitment system that records languages spoken by employees.
- Sponsored Canada Day community activities that celebrate the ethnic diversity of our province and country.
- Engaged in employee activities around national and international sports events that educate about cultures, traditions and foods of diverse communities.

British Columbia Pension Corporation

MANDATE

The British Columbia Pension Corporation is a non-profit agent of the College, Municipal, Public Service and Teachers' Pension Board of Trustees. It provides professional pension administration services on behalf of the pension board of trustees and their plan members and employers. Funding for administrative services comes from each of the pension plans.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Respect for everyone is the first of our four corporate values.
- Our corporate website, publications, communications and training materials for pension plan members and plan employers depict our diverse population, including various age groups.
- Our internal publications and training materials adhere to the same commitment.
- Our recruitment process supports barrier-free access to employment and bias-free employee selection.



KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The keynote speaker for our annual employee business forum spoke on the importance of respect for the individual and diversity in making for a stronger team.
- The theme for our employee seasonal celebration event was music from around the world.
- We have introduced constructive collaboration training that teaches respect for differences amongst people in the workforce.
- Our employee newsletter profiles employees from various backgrounds.

HIGHLIGHTS OF INITIATIVES

- We have an ongoing commitment to diversity in all our communications and publications, both internally and externally.
- Respect for each individual continues to be a key corporate value.

BC Public Service Agency

MANDATE

The agency provides human resource leadership for ministries and agencies that comprise the BC Public Service.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Executive, ministries and the deputy minister to the Premier's Office continue to refine Being the Best, the corporate human resource plan, to ensure the BC Public Service has the capacity to keep pace with social, economic and technological changes, and deliver quality service to an increasingly diverse population.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Recruitment activities targeted to previously untapped labour markets have been very successful and are now being expanded. Updates to human resource policies and training are also being implemented to ensure that diversity is welcomed in the workplace and to ensure employees are treated with respect and dignity, free from discrimination and harassment.



HIGHLIGHTS OF INITIATIVES

The BC Public Service Agency launched the Aboriginal Internship Program in September 2007. The program offered 15 aboriginal youth from communities across the province a 12-month internship, with placements in nine ministries and 15 Aboriginal organizations across the province. The interns contributed to a variety of important projects and initiatives, including the development of youth engagement strategies, culturally based research, policy and framework development and work on cross-cultural awareness and communications strategies. All interns completed the 12-month program. Given these successes and the enthusiastic support by all parties, the program in 2008/09 will accept 25 interns working in 10 ministries across the province.

To put the principles of the New Relationship into practice, the agency — in partnership with the Ministry of Aboriginal Relations and Reconciliation and stakeholders — is beginning to examine ways to support public servants in working more knowledgeably and effectively with Aboriginal peoples, communities and agencies. Visioning sessions are currently underway to ensure all strategies, actions and tools meet employee needs.

The discrimination prevention workshop was revised this year to reflect updates to the discrimination and harassment in the workplace policy. Participant feedback has been highly favourable and course enrolment remains high, with most sessions filled to capacity. In addition, updated guidelines on discrimination prevention will be available later this year.

The Hiring Strategies Branch and Career Advisor Service made presentations to various organizations to outline the Province's hiring process and answer questions from potential applicants, many of whom have experienced very different hiring cultures and practices.

MANDATE

British Columbia Railway Company's (BCR) mandate includes:

- To support and facilitate the British Columbia ports strategy and Pacific gateway strategy by providing advice, acquiring and holding railway corridor and strategic port lands and making related infrastructure investments for the Province.
- To continue to wind down or exit the residual assets and entities owned and operated by the corporation, with the exception of: the railway right-of-way, rail bed and track infrastructure required to support the freight railway and BCR Port Subdivision Ltd., and BCR Properties Ltd. assets needed to achieve the Pacific gateway strategy.
- To continue to own and operate BCR Port Subdivision Ltd.
- The corporation, as landowner, has an ongoing accountability to ensure effective and efficient management of the revitalization agreement between the corporation and Canadian National Railway Company.
- The corporation, as landowner, has an ongoing accountability to ensure effective and efficient management of the operating lease agreement between the corporation and Kinder Morgan Canada Terminals ULC.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Recognizes the multicultural nature of British Columbia and values cultural diversity in the communities we serve, while ensuring fairness and equity in operations and systems for all people, including employment and customer service.
- Will not tolerate discrimination based on national or ethnic origin, language, ancestry, culture or religion among staff.
- Takes into account the anticipated impact on diverse communities when designing new programs, services, policies and methods of service delivery.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Respectful workplace policy and dispute resolution.
- Employee relations policy.
- Employee and Family Assistance Program.
- Recruitment processes and initiatives.

HIGHLIGHTS OF INITIATIVES

- Ongoing support for the Tsawwassen First Nation land-use planning process.
- Facilitated a Hong Kong-Dubai ports learning mission with the Tsawwassen First Nation and the Squamish First Nation.
- Supported the Environmental Aboriginal Guardianship through Law and Education Program (EAGLE).

MANDATE

BC Transit is the provincial Crown agency responsible for co-ordinating the delivery of public transportation throughout British Columbia, outside the Greater Vancouver Regional District. Its mandate includes planning, funding, constructing, marketing, and operating transit systems, either directly or indirectly, in partnership with local government throughout the province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The executive management team, consisting of two senior vice presidents and three divisional vice presidents, is committed to diversity initiatives, including multiculturalism, as an integral part of regular day-to-day business. BC Transit's board of directors is committed to equal opportunity initiatives.



KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Key policies in support of multiculturalism include:

Human rights: Committed to upholding the principles enshrined in the B.C. Human Rights Code.

Multiculturalism policy: Consideration of the impact on a diverse community when designing new services, methods of service delivery and programs.

Recruitment and selection: Policies committed to attraction and retention of a committed and competent workforce, and to the principles of equal opportunity.

Code of Conduct: An employee-initiated statement of expectations about respectful interaction; includes volunteer facilitators trained to help resolve differences.

HIGHLIGHTS OF INITIATIVES

- Over the past two years, multi-language rider's guides are in use with the Victoria, Nanaimo, Kamloops and Central Fraser Valley transit systems. The guides offer information in French, Japanese, Korean, Mandarin, Spanish, Sencoten (First Nations), Chinese and Punjabi languages.
- Studies and partnerships were initiated toward new or expanded transit services for the Adams Lake Band area of the Shuswap First Nation, and for the Nasgo Band in partnership with the City of Quesnel. New services started in September 2008. New service began in the Merritt area to serve the Lower Nicola First Nation and provide regular service to the Nicola Valley Institute of Technology, an Aboriginal-governed public post-secondary institute.
- BC Transit is partnering with the University of Victoria to develop additional training to assist transit operators in providing services to people of diverse cultures and people with disabilities.

MANDATE

BC Transmission Corporation (BCTC) is the Crown corporation that plans, operates and maintains the province's publicly owned electrical transmission system. BCTC's mandate is to manage British Columbia's transmission system, ensuring open and fair access to the grid, facilitating private generation investment in B.C. and maintaining access to the western North American wholesale electricity market.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

Continued support of the following company programs: multiculturalism, respectful workplace and corporate outreach.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Continued BCTC's Community Investment Program, which includes an Aboriginal outreach program and the Transconnect Program to support organizations where employees volunteer.
- Continued BCTC's Respectful Workplace Program.
- Continued the Aboriginal Business Development Program.

HIGHLIGHTS OF INITIATIVES

- Celebrated British Columbia's Multiculturalism Week by profiling employees from various cultures through special editions of our email newsletter and a multicultural luncheon at our all-employee TransForum meeting.
- Celebrated National Aboriginal Day with an afternoon of Aboriginal foods and video screening for all employees.
- Expanded respectful workplace training to become part of the orientation process for all new employees.
- Expanded the Aboriginal Business Development Program, which provides support and creates opportunities for Aboriginal peoples to work with BCTC.
- Supported the following programs, events and initiatives:
 - the Cowichan 2008 North American Indigenous Games;
 - Douglas First Nation;
 - Kalum Community School;
 - Lu'ma Native Housing Society; and
 - the Sto:lo Career Fair.

British Columbia Utilities Commission

MANDATE

The British Columbia Utilities Commission (BCUC) is a regulatory agency of the Provincial Government, operating under the Utilities Commission Act. BCUC is responsible for ensuring that customers receive safe, reliable and non-discriminatory energy services at fair rates from the energy utilities it regulates and that shareholders of these utilities are afforded a reasonable opportunity to earn a fair return on their invested capital. It approves the construction of new facilities planned by utilities and their issuance of securities. The commission's function is quasi-judicial and it has the power to make legally binding rulings.

BCUC is self-funded, since 1988. Its costs are recovered primarily through a levy on the public utilities, pipeline companies and the Insurance Corporation of British Columbia (ICBC), which it regulates.

The provincial government released its new energy plan, A Vision for Clean Energy Leadership, in February 2007. BCUC is responsible for implementing many of the plan's policy actions. BCUC is also responsible for regulating the compulsory automobile insurance rates for mandatory insurance coverage offered by ICBC.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

The programs and services of the BCUC are delivered in a manner that is sensitive and responsive to British Columbia's diverse multicultural society.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BCUC distributes information brochures to libraries across the province. The commission develops specialty brochures about specific projects and regulatory initiatives, including brochures on participant funding, negotiated settlement processes and complaints process. BCUC also issues Proceedings Filing Deadlines, a document concerning regulatory matters before the commission. Information is also conveyed to customers by way of notices for workshops, pre-hearing conferences and public hearings, which appear in local newspapers in the service areas of the utilities served. Internet users are invited to visit BCUC's website at: www.bcuc.com, where documents, applications and exhibits are electronically retrievable.

HIGHLIGHTS OF INITIATIVES

- BCUC and staff remain responsive to the diverse nature of the customers of regulated energy utilities in the province.
- BCUC provides timely responses to utility customer complaints, including those from diverse cultures.
- Our published brochures contain timely contact information to assist the public in their actions and responsibility with regulated energy utilities.
- B.C. Hydro contracts for the AT&T language line service, which assists in customer calls. Other regulated utilities have no formal service available but have representatives that may assist with calls from customers whose first language is not English.

MANDATE

- To efficiently develop and operate commercially viable, environmentally sound and safe power project investments for the benefit of the Province and the residents of the Columbia Basin.
- To act as the manager of power project joint ventures with the Columbia Basin Trust.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

Columbia Power Corporation (CPC) believes that to plan and develop successful projects within communities, it is important to create effective partnerships between business, government, community service groups and individuals. With a diverse, multicultural population in our communities, CPC works hard to respect these diversities and acknowledges the years of commitment and dedication these multicultural groups bring to the richness and success of the region.

In keeping with its commitment to translate power project investments into benefits for local communities, CPC supports numerous events, projects and various multicultural organizations in Columbia Basin communities through its community sponsorship program.

CPC is an equal opportunity employer.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

CPC supports multiculturalism activities in the Columbia Basin region with support from its community sponsorship budget. Through this budget, successful multicultural events and initiatives are held and delivered.

For development and work on power projects, CPC is committed to including and working with First Nations, people self-identified as visible minorities, people with disabilities and women in non-traditional roles.

HIGHLIGHTS OF INITIATIVES

- CPC's Brilliant Expansion Project began commercial operation on Sept. 7, 2007. During the four-year construction period (2003-07), equity hiring (women, First Nations, people with disabilities and people self-identified as visible minorities) exceeded the target of 15 per cent (by one per cent.)
- During 2007/08, the following multicultural groups and events were sponsored by CPC:
 - Kootenay Doukhobor Historical Society - \$2,500
 - Union of Youth - \$500
 - Lower Columbia All First Nations Council - \$1,200
 - Ktunaxa Nation Council Golf Tournament - \$1,000
 - Ktunaxa Nation Child and Family Services - \$2,000
 - Ktunaxa Nation Traditional Knowledge and Language Enrichment Society - \$4,400
 - Lower Columbia All First Nations Council - \$600
 - Ktunaxa Nation Council - \$1,000
 - Ktunaxa Nation Health - \$5,000
 - Ki-Low-Na Friendship Society - \$1,500
 - College of the Rockies Aboriginal Students' Society - \$5,250
 - Okanagan Nation Alliance Annual Salmon Feast and Celebration - \$5,000

Community Living BC

MANDATE

Community Living BC's (CLBC) mandate is to provide a variety of community living supports and services for individuals with developmental disabilities and their families.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

For the clients we serve, CLBC is committed to developing expertise to respond appropriately to needs reflective of the cultural diversity of communities and people with developmental disabilities.

CLBC created an Aboriginal advisor position to focus on developing stronger relationships with Aboriginal leaders and community organizations and address Aboriginal peoples' disability-related needs. Supported by an advisory group, the advisor is leading a process to help CLBC identify ways to more effectively meet the needs of Aboriginal peoples who are eligible for CLBC supports and services.



KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

CLBC has developed a plan to encourage qualified Aboriginal people to apply for staff positions.

CLBC has provided staff with access to expertise on cultural sensitivity resources.

CLBC's electronic application process tracks applicants' cultural and language skills.

HIGHLIGHTS OF INITIATIVES

- CLBC has implemented translation and interpreter services to ensure our supports and services are communicated effectively.
- CLBC prints and distributes materials in a variety of languages and formats.
- CLBC has partnered with federal, provincial and Aboriginal governments to explore ways to increase accessibility and availability of services.

Homeowner Protection Office

MANDATE

The mandate of the Homeowner Protection Act, which established the Homeowner Protection Office (HPO), is to:

- strengthen consumer protection for buyers of new homes; and
- help bring about improvements to the quality of residential construction and support research and education respecting residential construction in British Columbia.

The HPO's mission is: To protect buyers of new homes from undue risk and assist the residential construction industry to mitigate that risk.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The HPO executive is committed to supporting the multiculturalism of staff and stakeholders.



KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Ensure staff are treated fairly and professionally regardless of cultural background.
- Ensure HPO programs and services can be communicated to stakeholders representing various cultures.
- The manager, communications and service planning, has a master's degree in international business and specific training in multicultural management.

HIGHLIGHTS OF INITIATIVES

- Our corporate policy manual provides guidelines of workplace behaviour to ensure respect of cultural diversity.
- All employment advertisements clearly state: "The HPO is committed to employment equity. We encourage applications from qualified women and men, including Aboriginal peoples, persons with disabilities and people self-identified as visible minorities."
- Some key information on the HPO website is available in Chinese.
- Some key collateral materials are available in languages other than English.

Insurance Corporation of British Columbia

MANDATE

The Insurance Corporation of British Columbia (ICBC) provides universal basic auto insurance to British Columbia motorists and also competes for the optional auto insurance business. As part of its mandate, ICBC provides vehicle and driver licensing services, vehicle registration services and fines collection on behalf of the provincial government. ICBC invests in fraud prevention and road safety initiatives to promote a safer driving environment throughout B. C.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

ICBC is committed to promoting fair and equitable access to its services, programs and employment opportunities.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

ICBC policies promote understanding and respect toward employees and customers of diverse backgrounds. These include policies on employment equity, harassment-free workplace, combating racism and reasonable accommodation.

Employment advertisements include an employment equity statement to encourage applications from all qualified individuals.

In-house displays, celebrations and events are organized throughout the year to increase awareness and understanding of cultural diversity and multiculturalism.

HIGHLIGHTS OF INITIATIVES

- Published fact sheets and other print materials for the booster seat campaign in Chinese and Punjabi.
- Produced radio tags for seatbelt campaign for ethnic media, including: RJ1200, Rhim Jhim, CMHB-AM, CJVB and CHKG.
- The Crash Card pilot included Punjabi and Cantonese versions for brokers located in areas with large Punjabi and Cantonese-speaking communities.
- Driver risk premium and new vehicle replacement plus coverage advertisements and promotional materials were produced in Chinese and Punjabi.
- Delivered presentation and training to new immigrants at the Burnaby Multicultural Society about Autoplan Insurance, including types of coverage and the claims process.
- Delivered a presentation to the First Nations Child Passenger Technicians' Forum about legislative changes to child seat laws.
- The road safety department is working with youth from Vancouver's Downtown Eastside, Strathcona and Grandview Woodlands areas on the Never Again Steal Cars (NASKARZ) project.
- The driver licensing division in the northern interior region made presentations to the Native Friendship Centre in Prince George and the Prince George Nechako Aboriginal Employment and Training Association, and participated in a focus group about the training of professional drivers, held by the Prince George Nechako Aboriginal Employment and Training Association.
- The driver's license knowledge test can be taken in Cantonese, Croatian, Farsi, Mandarin, Punjabi, Arabic, Russian, Spanish, Vietnamese, French and English.
- Multilingual staff are available to provide customers with translation services.
- Select brochures providing information on insurance, claims and driver licensing are produced in high demand languages.

MANDATE

In British Columbia, under the authority of the Liquor Distribution Act, the Liquor Distribution Branch (LDB) has the sole right to purchase beverage alcohol, both in and out of British Columbia, in accordance with the Importation of Intoxicating Liquors Act (Canada).

Reporting to the Minister of Public Safety and Solicitor General, the LDB is responsible for the importation, distribution, wholesaling and retailing of beverage alcohol in British Columbia and operates government liquor stores and distribution centres in the province.

With 199 stores and an average of 700,000 customer visits each week, the LDB is in a unique position to provide customer service that links with our multicultural community.



EXECUTIVE COMMITMENT TO MULTICULTURALISM

LDB executive and management is committed to the principles of multiculturalism in our marketing and customer service initiatives, as well as in our role as an employer of choice. Our marketing department constantly reviews the LDB's calendar of retail promotions and incorporates multicultural celebrations in its chosen themes.

Responsibility for multiculturalism rests at the executive level, shared between the executive directors of human resources and retail services. It is embedded in all areas of human resources and retail services — from new employee hiring, outreach and management training programs to retail initiatives.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Responsibility for equity, diversity and multiculturalism is shared between the executive directors of human resources and retail services. LDB incorporates outreach recruitment strategies into hiring processes for the stores, distribution centres and corporate head office. Respect for all cultures is woven into the fabric of training programs, ranging from new employee orientation to management development.

Liquor Distribution Branch

HIGHLIGHTS OF INITIATIVES

As a retailer within government, the Liquor Distribution Branch (LDB) is in a unique position to provide information to our customers, the people of British Columbia, on the many opportunities to enhance experiences of diverse cultures through the pairing of beverage alcohol with food.

In 2007/08, LDB continued with the following initiatives, which highlights popular programs that engage customers in the food and beverage experience.

In-store and Website Promotions

LDB supports the promotion of cultural events through signage, displays and special events in stores. For Chinese New Year, displays were in over 100 stores, complemented by a special food and beverage event at the flagship 39th and Cambie store in Vancouver, which included a traditional dragon dance. During the year, 39th and Cambie's demonstration kitchen hosted many food and beverage alcohol events representing the cuisine and culture of various countries, including: Australia, Chile, Italy, France, Mexico, New Zealand and South Africa.

In addition to Chinese New Year, the LDB website also highlighted celebrations, such as: Cinco de Mayo, St. Patrick's Day, Christmas and Easter.

Publications

LDB's popular complimentary publication, *Taste*, regularly features individuals, food and beverages from the multicultural mosaic of British Columbia. This past year, the publication included regional features for Argentina, Australia, Chile, France and others. Multicultural food and beverage pairings are infused throughout each issue and the entire magazine is made available in-store and online.

The January 2008 issue of the BC Liquor Stores Product Guide featured a Chinese New Year's greeting and related product.

The Vintners Quality Alliance (VQA) Taste Picks publication features selections of B.C. wines and regularly incorporates multicultural food and wine pairings.

Food and wine pairing brochures for consumers complimented the promotions for Australia, Chile, France and Italy.



MANDATE

The mandate of the Oil and Gas Commission is to:

- Regulate oil and gas activities and pipelines in British Columbia in a manner that provides for the sound development of the oil and gas sector, by fostering a healthy environment, a sound economy and social well-being; conserves oil and gas resources in British Columbia; ensures safe and efficient practices; and assists owners of oil and gas resources to participate equitably in the production of shared pools of oil and gas.
- Provide for effective and efficient processes for the review of applications related to oil and gas activities or pipelines and to ensure that approved applications are in the public interest, having regard to environmental, economic and social effects.
- Encourage the participation of First Nations and Aboriginal peoples in processes affecting them.
- Participate in planning processes.
- Undertake programs of education and communication to advance safe and efficient practices as well as other purposes of the commission.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The commission supports the government-wide multiculturalism policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. The commission's workforce is increasingly diverse, resulting in the benefits of having wider ranges of experience, knowledge and skills among employees.

Our vision is to be the innovative regulatory leader, respected by stakeholders, First Nations and clients.

The commission regulates oil and gas activity through fair, consistent, responsible and transparent stakeholder engagement for the benefit of British Columbians and by balancing environmental, economic and social outcomes.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The commission will continue to work on different initiatives in support of multiculturalism.

HIGHLIGHTS OF INITIATIVES

The Oil and Gas Commission actively engages in outreach recruitment to First Nation communities, local communities and educational institutions. Among commission staff, there are seven Aboriginal employees and 11 employees self-identified as visible minorities in an organization with 180 full-time equivalent positions.

The commission participates in a variety of First Nations community activities, including: Doig Days, Sweat Camp, Beaver School, Petitot Gathering, secondments to communities and an annual wellness conference.

The commission works closely with First Nations in their respective communities, as well as through invitations to local commission offices to learn the role of the regulator.

Provincial Capital Commission

MANDATE

The vision of the Provincial Capital Commission (PCC) is to connect and celebrate the capital with all British Columbians. The mandate of the PCC is to deliver programs that connect British Columbians to their capital; to foster pride and awareness of the diverse cultures and rich history of their province; to provide responsible stewardship of public assets; and to be a self-sustaining Crown corporation.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The PCC supports government-wide multiculturalism policies that guide the delivery of programs in a manner that is sensitive and responsive to the multicultural reality of B.C.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

In the service plan of the PCC, program goals state an emphasis on youth and children, history and heritage, culture, Aboriginal peoples and civic commitment. Values and guiding principles include recognition and support for the diversity of British Columbia's cultures, landscapes and history. Since 2006, the PCC has engaged a First Nations consultant to help build connections and develop outreach programs for Aboriginal peoples.

HIGHLIGHTS OF INITIATIVES

During 07/08, the Provincial Capital Commission:

- Produced video vignettes about: the history of B.C.'s Jewish, black and Chinese-Canadian communities; Thunderbird Park and its role in the revitalization of First Nations culture; and Cowichan 2008 - North American Indigenous Games.
- Broadcasted video vignettes (above) to a million homes provincewide via Shaw Cable TV, as well as posted them on the PCC website.
- Sponsored a major sport, baseball, at Cowichan 2008 - North American Indigenous Games.
- Provided a venue and funding for a National Aboriginal Day concert in 2007.
- Developed feature web pages about First Nations and Chinese communities in the capital for our multimedia social studies units for grades 4 to 5 (completed) and grade 10 (forthcoming).
- Partnered with the Healthy Aboriginal Network on implementing a story contest for Aboriginal youth.
- Sponsored two First Nations individuals to provide contributions to the collaborative book, *Eating Stories*, as published by the Chinese-Canadian Historical Society.
- Provided consultant support for the Anniversaries of Change anti-racism project.
- Provided major support for the Inter-Cultural Association's Folkfest and Luminara festivals, the City of Victoria's Signs of Lekwungen public art project and the Maritime Museum's Maritime Mosaic intercultural initiative.

MANDATE

The Royal British Columbia Museum Corporation (RBCM) is the sole organization dedicated specifically to the preservation of, and education about, the human, natural and archival history of British Columbia. Its purpose is to fulfill the government's fiduciary responsibilities for public trusteeship of the provincial collections and exhibits, and to preserve the collections for future generations of British Columbians.

The Museum Act lists the mandate of the Royal BC Museum Corporation, which is:

- To secure, receive and preserve specimens, artifacts and archival and other materials that illustrate the natural or human history of British Columbia.
- To hold and manage the archives of the government.
- To increase and communicate knowledge of the natural and human history of British Columbia by research, exhibits, publications and other means.
- To serve as an educational organization.
- To develop exhibits that are of interest to the public.
- To manage, conserve and provide access to the collection.
- On the request of the government, to manage cultural and heritage facilities designated by the government.
- To perform functions usually performed by a museum and archives.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

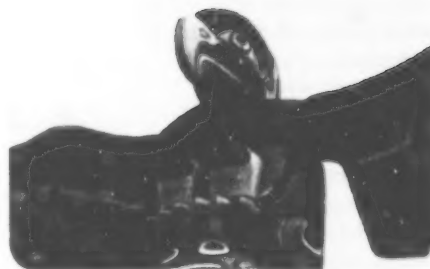
The RBCM supports diversity through its collection development, delivery of programs and daily activities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- RBCM strives to explain the human, natural and archival history of the province of British Columbia and is the only institution in B.C. that assumes this role.
- Where possible, RBCM continues to commit to diversity in the workplace through hiring practices that recognize diversity for frontline customer service staff and co-op students.
- Provide staff with cultural awareness training (such as culturally responsive service delivery) and information through pamphlets and other information pieces.
- RBCM presents controversial issues in an objective way and is perceived by the community as a place that presents balanced views.
- The RBCM site is a centre of activity for locals, tourists, school children, First Nations, cultural groups and scholars.
- RBCM will continue to engage in the process of repatriating cultural material through First Nations and the Treaty Negotiations Office.
- The RBCM First Nations collections date back to the late 1800s, when they were originally collected to prevent loss of cultural heritage to other areas of North America and overseas.
- The BC Archives is a valuable resource for researchers. It is a major information source for B.C.'s human history and a vital element of the province's culture.
- Museum public programs reflect a diversity of interests, and the exhibits, collections and holdings provide opportunities for visitors to learn more about the many ethnic groups that make up British Columbia.

HIGHLIGHTS OF INITIATIVES

- Already recognized as a world-class institution, hosting visitors from around the world, the Royal British Columbia Museum (RBCM) was honoured with recognition as one of Canada's Top 100 Employers for 2008.
- Opened "Free Spirit: Stories of You, Me and BC," an exhibit showcasing the story of British Columbia. The exhibit and other projects (book, website, train) celebrate the province through the stories of B.C.'s First Peoples to its newest citizens — from early European surveyors to today's high-tech visionaries and from the pillars of the province to its legendary eccentrics.
- For the duration of the "Free Spirit: Stories of You, Me and B.C." exhibit, RBCM created a multicultural celebration called From the World to BC. In partnership with the Inter-Cultural Association of Greater Victoria, the Victoria Native Friendship Centre and other First Nations groups, this initiative was designed to build relationships with cultural groups that may not typically visit the RBCM. Events and experiences include monthly cultural performances that allow visitors to talk, dance and sing with people from around the world.
- Organized many events to commemorate Veteran's Week, including: a series of photographic portraits of those who served in the Second World War; four veterans speaker series; members of the Korean Veterans Association discussing displayed historical footage; a collection of framed biographies of women who served as spies and resistance operatives; and the Defence Aboriginal Advisory Group, showcasing Aboriginal and Métis veterans who played major roles in Canada's wartime contributions.
- Among school programs, offered A Day's Journey, which takes grade 4 students through a day in the life of a First Nations child in history; provided throughout the school year.
- Provided the Living Landscapes outreach program, which brings people everywhere face-to-face with RBCM staff and research in exploring the human and natural history of the province — First Nations, educators, naturalists and other agencies — to



encourage and facilitate the exploration and appreciation of the human and natural history of areas in B.C., from the perspective of the people who live there.

- Provide access to over 3,500 original audiotapes that document the languages and stories of British Columbia Aboriginal peoples.
- Launched the Thunderbird Park virtual site, which showcases the history of Thunderbird Park and the origins and meanings of the totem poles and artifacts.
- Participated in treaty-related activities with the following First Nations: Chemainus, Cowichan, Gitksan, Haida Nation, In-SHUCK-ch, Ktunaxa, Lekwammen, Maa-nulth, Malahat, Namgis First Nation, Pauquachin, Sliammon, Snuneymuxw, Tseycum, Yale, Yekooche and Oweekeno.



- The RBCM virtual exhibit, "Journey and Transformations: British Columbia Landscapes," provides an opportunity to explore B.C.'s mountains, forests, grasslands, waters and cities. The exhibit includes a teacher's guide, student submissions and a link to suggested lesson plans for grades 8 to 12. Available in English and French.
- Ongoing sales of books published by RBCM, including: best-seller "The Indian History of British Columbia: the Impact of the White Man," "Songhees Pictorial: A History of the Songhees People as Seen by Outsiders" and "Food Plants of Coastal First Peoples," which was reprinted for the fourth time.
- Continuation of the creation and installation of information kiosks throughout the galleries, to allow visitors to read information about exhibits in one of seven available languages.
- The Netherlands Centennial Carillon, which was silent since 2003 due to an irreparable technical problem, was fixed by a group of carillon technicians from the Netherlands. Originally donated to British Columbians by the B.C. Dutch community, a ceremony and concert was held to celebrate the return of the bells with the attendance of private donors, provincial dignitaries and representatives of the Dutch community attending.
- Ongoing presentation of "First Peoples of British Columbia," a six-minute, large-format multimedia film celebrating B.C. Aboriginal peoples. The film runs 10 times daily on the two-storey, three-dimensional map in the exhibit hall.
- Displayed exhibit "Treasures of the Tsimshian from the Dundas Collection," which showcases First Nations artifacts. The collection, acquired by Reverend Robert James Dundas in 1863, was auctioned by Sotheby's in October 2006. In March 2007, the Allied Tsimshian Tribes blessed the collection. RBCM is managing the national tour of this exhibit.
- RBCM has approximately 450 volunteers who reflect the diversity of the community. Volunteer positions offer an opportunity for practicing language for those who have English as an additional language.
- Collectively, RBCM staff speak, read and write English, French, German, Dutch, Spanish, Polish, Mandarin, Cebuano, Hindi and Arabic. This enables staff to interact effectively with visitors from around the world.

Tourism British Columbia

MANDATE

Under the Tourism British Columbia Act, the corporation is responsible for:

- Marketing British Columbia as a tourism destination.
- Providing information services for tourists.
- Encouraging enhancement of standards of tourist accommodation, facilities, services and amenities.
- Enhancing professionalism in the tourism industry.
- Encouraging and facilitating the creation of jobs in the tourism industry.
- Collecting, evaluating and disseminating information on tourism markets, trends, employment, programs and activities and on availability and suitability of infrastructure and of services that support tourism activities.
- Generating additional funding for tourism programs.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Tourism British Columbia's commitment to multiculturalism is reflected best in the strong support for corporate values that have been identified by staff throughout the organization. These are: integrity — what we bring as individuals; enthusiasm — what we portray; teamwork — how we work together; and progressive — what we strive for.

In addition, as an organization that conducts business in markets around the globe, the corporation employs international staff and implements in-market program activities in a manner that respects the diversity of interests and cultural sensitivities that exist worldwide.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Respect for the individual is a principle at Tourism British Columbia. The organization adheres to and supports the human rights acts of British Columbia and Canada, which protect individuals from harassment and other forms of discrimination on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age and conviction for a criminal or summary conviction offence that is unrelated to employment.

HIGHLIGHTS OF INITIATIVES

- Tourism British Columbia continues to work with the Aboriginal Tourism Association of BC on the implementation of programs that develop and market Aboriginal tourism products. This is related to an investment of \$5 million by the organization.
- Tourism British Columbia maintains offices in Australia, Germany, Japan, Taiwan, Korea and the United Kingdom.
- Tourism British Columbia has four Asian language websites: Japanese, Korean, Chinese for China and Chinese for Taiwan.
- Tourism British Columbia has developed destination websites for consumers from the United Kingdom and Australia.
- Tourism British Columbia was a contributing sponsor to the development of the British Columbia Canada Pavilion for the 2008 Summer Olympic Games in Beijing, which opened in May 2008. This included working with the BC Olympic Games Secretariat in advance to ensure appropriate images and content to help convey the British Columbia story for visitors from around the world.

